An Roinn Oideachais
agus Scileanna
Department of
Education and Skills

ESBS
ETB Payroll Shared Services

*FAQ - Payee /
Sector Edition
Latest Update July 2019*

• *Section 6* _____ *16*

General Information

- The Education Shared Business Services (ESBS) ETB Payroll Project has been set up to consolidate the payroll function for all sixteen ETBs. The purpose of this document is to provide a one-stop-shop for information in relation to this project.
- As the consolidation of the payroll function from the ETBs to one pay centre will have an impact on all staff of ETBs, it is important that any question you may have in relation to this change is addressed.
- This document sets out a series of frequently asked questions and responses in relation to the Project.
- **If you have a query that is not addressed in this document**, you can send your question to: esbsetbpayroll@esbs.gov.ie and we will endeavour to respond.

Section 1

An overview of the ESBS ETB Payroll Project and the Shared Service

1.1 - What is a Shared Service?
A Shared Service is a business practice where an internal service such as payroll or finance, is provided by one centre of excellence.

1.2 - What is the background to Education and Training Sector Shared Services?
As part of the Government's Reform Agenda (November 2011), the Government set out its commitment to streamlining administrative operations and eliminating duplication through business process improvement and the implementation of shared service models within each sector. The Public Sector Reform Plan specifically commits to the implementation of a radical restructuring of how we do business by establishing Shared Service models for areas such as Payroll. We are therefore moving to this model in order to develop efficiencies in functions that are compatible with the shared service model. This will provide an improved service to payees and savings for the taxpayer.

1.3 - What is the Education and Training Sector Shared Services Plan
The **Education and Training Sector Shared Services Plan 2017-2020** focusses on the key Shared Services projects currently progressing within the Education and Training Sector, building on the Department's overarching Shared Services Strategy. In that context the Education Shared Business Services (ESBS) has been established to provide shared business services to the Education and Training Sector.

1.4 - What is the ESBS?

Education Shared Business Services (ESBS) is a stand-alone section that comes under the remit of the Department of the Education and Skills (DES). This section has been set up to host some of the Shared Service operations to be provided directly by the Department under its **Shared Services Plan for 2017 - 2020**. The first two operations to be confirmed for provision by the ESBS are:

1. **Payroll** (including Travel & Subsistence) **Shared Services for the ETB sector;** and
2. **Finance Shared Services for the ETB sector**.

Other Shared Services projects will be confirmed as they reach the relevant project stage and will be coming on-stream in phases over the coming years. The first project that will come on stream was Payroll (including Travel & Subsistence) Shared Services for the ETB Sector. This project went live with DDLETB in June 2019 and all remaining 15 ETBs will migrate their Payrolls (and T&S functions) to ESBS during the coming years.

1.5. - What are the benefits of establishing the ESBS?

The delivery of Payroll and T&S to all 16 ETBs by the ESBS will involve using a common set of standards, policies and procedures on a single technology platform and employing a continuous improvement approach to leverage payroll expertise to reduce cost to the taxpayer. 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 are:

- Projected 27% (€1.8m) annual cost savings on ETB payroll operations
- Single Payroll processing centre for all 16 ETBs
- Single governance structure with common set of standards, policies and procedures on a single technology platform
- Strong focus on customer services and performance measurement driving continuous improvement, improved continuity and resilience of payroll service
- Improved cost visibility and internal controls
- Support for ETBs to focus on their core mission
- Improved management information systems

The OGP on behalf of Department of Education and Skills published an RFT for a Payroll Solution for ETBs in June 2017. The Tender process has closed and a contract has been awarded to the successful tenderer, initially for 5 years. The successful tenderer is CoreHR. The payroll solution once implemented will be used by 16 ETBs to capture & approve payroll and T&S for over 27,000 payees. The ESBS is currently establishing and setting up an operational Payroll Shared Service Centre for the delivery of Payroll and Travel and Subsistence (T&S) to all 16 ETBs.

Existing Payroll and T&S activities will migrate on a phased basis over the coming years from all 16 ETBs to the ESBS Centre.

1.6 - Where will the ESBS be located?

The OPW on behalf of the Department of Education and Skills has signed a 20 year lease on office accommodation for the ESBS Centre.

The location of this office is: Education Shared Business Services (ESBS) Centre, Department of Education and Skills, Floor 6, The Liberty Centre, Blanchardstown Retail Park, Blanchardstown, Dublin 15, D15 YT2H

1.7 - What's the timeline for the delivery of the ETB Payroll Shared Services?

The operational piece of ESBS ETB Payroll went live with DDLETB in June 2019 and all remaining 15 ETBs will migrate their Payrolls (and T&S functions) to ESBS during the coming years.

1.8 - What is the Wave Migration Strategy?

The Wave Migration Strategy is the application of key criteria in deciding the order in which ETBs will migrate to ESBS ETB Payroll.

Wave 1 2019 consisted of **Dublin | Dún Laoghaire ETB**.

Wave 2 commences later in 2019 with **Cavan | Monaghan ETB** and **Laois | Offaly ETB**.

The ESBS are working on developing a full plan for all ETBs with a view to migrating all 16 ETBs to the ESBS by the end of 2021. This revised plan needs to then be presented to and signed off by our Project Steering Group and then we will be communicating with all ETBs to outline their position in the process and outlining in detail all of the next steps.

1.9 - How do I access information not covered in this document?

If you have any queries, concerns or issues you may contact this dedicated email address: ESBSETBPayroll@esbs.gov.ie. In addition, this document and future updates to this document plus Newsletters and Bulletins can also be found on the ETBI Website: https://www.etbi.ie/esbs/

1.10 - How will ETB staff and Payees be informed of progress?

As part of the ESBS ETB Payroll Project an engagement and communications plan has been implemented to ensure that ETBs are fully informed of progress on the project. The Project is also always striving to ensure that the Communications in relation to the Project are as up to speed as possible. The most up-to-date information will always be made available on the FAQ document which is available on Sharepoint and on the ETBI website. This FAQ document will be the central depository of information in relation to the project over time and it is our intention to continually refresh the FAQ document as the project progresses. The FAQ document also forms part of our overall Communications and Change Management strategy with the ETB sector which includes monthly updates by way of a newsletter to ETBs, detailed planning engagements with the SMEs from the ETB sector, frequent update bulletins to the Transition Leads, weekly status update calls with ETBs in Wave 1, presentations to representative groups (e.g. Working Groups ETB HR/IR Group, OSD Directors, Finance Group, CORE-HR User Group); and ultimately oversight of the project from the ETB sector through representatives on the Project Governance Structures (Process Design Authority & Project Steering Group).

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

The make-up of the various 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 Sector and from the Department of Education and Skills 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.

1.12 - Who will oversee complaints?

As part of the focus on quality of service, a customer service Helpdesk team will operate from the ESBS Centre.

An ESBS Customer Complaints Procedure is currently under development and a draft of this procedure will be available for the next scheduled Service Management Agreement (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

1.13 - How will ESBS Operations Staff be recruited?

The Department of Education and Skills has commenced the process of recruiting Operations staff for the ESBS Centre. These positions will be both full-time and part-time positions to be filled by permanent Civil Servants. As the ESBS is a section of the Department of Education & Skills (DES) any staff re-deploying and or / being employed to work in the ESBS will be Civil Servants i.e. the terms & conditions of the current grading structures in DES. The staffing breakdown for the ESBS ETB Payroll project operations team is envisaged to be as follows once all 16 ETB payroll and T&S functions have migrated across to the ESBS Centre:

Principal Officer	1
Assistant Principal Officer	1
Higher Executive Officer	5
Executive Officer	22
Clerical Officer	51
Total	**80**

1.14 - What will the Recruitment Process be?

Recruitment: An Expressions of Interest (EOI) process took place during 2018 seeking applicants from the ETB sector, the Department of Education and Skills and the wider civil and public service. Sufficient staff were recruited at that time to facilitate the staffing requirements for the commencement of ESBS-ETB Payroll Shared Services in the ESBS Centre. It is anticipated that a further EOI will issue during the coming months seeking additional staff for the ESBS Centre.

🗪 Section 2

I am a member of the Payroll Staff in an ETB, how will this affect me?

2.1 - How will this change affect me?

Once transitioned to ESBS ETB Payroll, your ETB will no longer have a payroll section. However, HR and Finance will remain a function of each individual ETB.

2.2 - What will happen to payroll staff?

Once your ETB migrates its Payroll & T&S functions to the ESBS there will no longer be a Payroll Department within your ETB. Expressions of interest have been circulated to all ETBs to allow all ETB staff an opportunity to join the ESBS ETB Payroll Operations Team. As part of the move to Payroll Shared Services your ETB will be putting a plan in place for those existing Payroll Staff that chose to remain with their ETB following the move to Payroll Shared Services.

2.3 - How will remaining staff be retrained?

Each ETB will decide if it is necessary for their remaining staff to be re-assigned and what development/support they will receive.

Any ETB staff transferring to ESBS ETB Payroll will receive all necessary and relevant training and development necessary to perform their role.

2.4 - I also look after the processing of Travel & Subsistence claims, will this change?

Yes. Travel & Subsistence will be processed in addition to payroll for ETBs by the ESBS.

2.5 - Will Sector Staff be involved in any of the design of the new system?

Yes. SME Groups; comprised of subject matter experts (SMEs) in Payroll, Pensions, Expense and HR drawn from the ETB Sector reviewed the future HR and Payroll processes as and 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 reviewed payroll policy proposals presented by the project team and were 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 ESBS ETB Payroll solution. In addition to this ETB staff are represented on the Process Design Authority and on the Project Steering Group, which is currently chaired by the chief Executive of LMETB.

📧 Section 3

I am paid by my ETB, how will this affect me?

3.1 - How will this affect me?

➜ Once your ETB transitions to the ESBS ETB Payroll, your pay will be processed by the ESBS Centre with pay instructions coming from your ETB. This means that you will access your payslips and other pay related documents e.g. Salary certificate via an Employee Self Service (ESS). This system will allow you access to change your bank details and your address among other things. This means that you will have access to information about your pay at times that are suitable to you.

3.2 - Who do I contact if I have a query about my pay?

Once your ETB has transitioned payroll and T&S to ESBS then all payroll and/or T&S queries or enquiries can be sent to the ESBS Payroll Helpdesk via email, post or telephone. However, HR queries will remain the responsibility of your ETB.

Telephone Support: Monitored 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.

Email Support:

A dedicated email address is provided by ESBS as follows: **ETBPayrollHelpdesk@esbs.gov.ie**

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

3.3 - Will I get a payslip?

Yes. You will receive a payslip in an online format. If you were in receipt of a hardcopy payslip this will change to an online version.

3.4 - Will my payslip be e-mailed to me?

Payslips will not be emailed to payees. Each payee will have access to an online employee self-service system where payslips and remittances will be published after each Payroll and Travel & Subsistence run. Payslips and T & S remittances can also be printed. The on-line (ESS) will allow you carry out other things too. Examples of these are: You can change your address and bank details. You can access your payslips and (say in the event of a loan application) you can e-mail them on to a 3rd party if you wish to do so.

3.5 - Will I need to register with ESBS?

Yes you will need to logon and register in order to access your Employee Self Service (ESS). Additionally, when your ETB payroll function transfers to ESBS, you will be required to login, using a username and password. You will have online access to your details via a payroll self-service option.

3.6 - I currently don't have access to a computer at home so how am I going to use the on-line system?

Arrangements for work computer access will be put in place by each ETB. You should liaise with your own ETB in relation to this matter.

3.7 - When will rolled up holiday pay be paid?

There is no change on this matter and it will be paid in line with the relevant circulars governing this. ESBS ETB Payroll will pay staff the correct rates of pay as outlined in their contracts of employment and will pay any accumulated statutory pay during closed periods.

3.8 - If I leave employment with an ETB, will I still have access to the system to print historical data such as payslips, P60s etc.?

No. Once you status is changed to 'leaver/dormant' on the system, you will no longer have access to the on-line portal. However, in such an event, you can contact the ESBS Centre for pay related documents

3.9- Will new employee numbers be issued to payees?

Yes. This will follow a numeric convention and will be determined with CoreHR. Each employee will be informed of this in advance of their ETBs move to ESBS ETB Payroll Shared Services

3.10 - How will Whole Time staff who have additional hours be paid?

Whole Time staff who are due extra hours will be paid in the normal payroll run.

3.11 - How will Voluntary Third Party deductions, e.g. VHI, Credit Union, from Payroll be affected?

» ESBS will receive details relating to deductions (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 & Cycle to Work Schemes, ETBs will need to issue instruction to ESBS to commence deduction.

📌 Section 4

ESBS Payroll Policies - I am paid by an ETB, so what does it mean for me?

All ESBS payroll policies are detailed in the "ESBS – Payroll Amendment Cut Off Policy" document which is available on the ETBI website.

4.1 - I am currently paid weekly, will this change?
All payees currently on a weekly payroll will transition to forthrightly payroll aligned to the ESBS standardised fortnightly pay.

4.2 - I am currently paid fortnightly will this change?
All payees currently on a fortnightly payroll will stay on a fortnightly payroll, however, in some instances the actual pay date will change because a standardised pay date is being introduced by ESBS. The pay date for all fortnightly paid staff will now be on alternate Fridays i.e. Staff will receive their pay in their bank account every second Friday morning.

4.3 - I am currently paid twice monthly, will this change?
Yes. Payees of LOETB, and the Leitrim payees of MSLETB currently on a twice monthly payroll, will transition to a fortnightly payroll aligned to the ESBS standardised fortnightly pay date.

4.4 - What will the fortnightly pay dates be from May 2019?
Please see below what the fortnightly cycle would be from May 2019.
> Friday 17 May 2019
> Friday 31 May 2019
> Friday 14 June 2019
> Friday 28 June 2019
> Friday 12 July 2019
> Friday 26 July 2019
> Friday 09 August 2019
> Friday 23 August 2019
> Friday 06 September 2019
> Friday 20 September 2019

In future, all fortnightly paid staff will be paid for the payroll period up to and including the day they are actually paid i.e. every second Friday morning in line with the cycle identified above.

4.5 - I am a Whole-Time payee currently paid monthly will this change?
All Whole-Time payees currently on a monthly payroll will stay on a monthly payroll. However, in some instances the actual pay date will change because a standardised pay date is being introduced by ESBS. The pay date for Whole-Time monthly paid staff will now be on the last working day of the month i.e. Staff will receive their pay in their bank account on the last working day of the month.

4.6 - How are Part-Time monthly (Timesheet) Staff affected?

There will be a separate pay group for part-time (Timesheet) staff. Monthly Part-time (Timesheet) staff will be paid on a monthly payroll. A standardised pay date is being introduced by ESBS. The pay date for all monthly part-time (Timesheet) staff will now be on the 19th of the month i.e. Staff will receive their pay in their bank account on the 19th of every month. To facilitate this payment ESBS will be closing the pay group for amendments on the 11th of every month (or the closest working day in advance of the 11th). It is envisaged that ESBS will pay up to and including the last day of the previous month, however it is possible for ETBs to issue the ESBS with timesheets for any period in advance of the pay group closure and once received in advance of pay group closure by ESBS, they will be processed and included with the payment on the 19th.   This will apply to all monthly timesheet pay groups. All ETBs will ideally amalgamate any separate pay groups they currently have prior to their migration to ESBS in order to reduce the number of pay groups.

4.7 - How are Part-Time fortnightly (Timesheet) Staff affected?

ETBs that are currently paying Part time Timesheet Staff on a fortnightly basis will continue to pay on a fortnightly basis however they will fall into the fortnightly pay cycle as set out below:

> Friday 17 May 2019
> Friday 31 May 2019
> Friday 14 June 2019
> Friday 28 June 2019
> Friday 12 July 2019
> Friday 26 July 2019
> Friday 09 August 2019
> Friday 23 August 2019
> Friday 06 September 2019
> Friday 20 September 2019

ESBS will pay for example if the pay date is Friday 31st May then ESBS will cut off for inputs on 23rd May and will include all timesheets for the period 4th – 17th May. However if ETBs wish to return details in respect of 19th – 23rd before the input closure date on the 23rd of May then the ESBS will also accept these and issue payment on 31st May.

4.8 - What are the Cut off dates for Payroll and T & S amendments?

All ESBS payroll cut-off dates for amendments are detailed in the "ESBS – Payroll Amendment Cut Off Policy" document which is available on the ETBI website

4.9 - Will my T&S claim be paid along with my salary?

No. T&S claims will be paid separately from your salary. T&S claims will be paid on the third Monday of each month.

✎ Section 5
Data Protection / GDPR/ Data Security

Data Protection

In advance of Go-Live with DDLETB, the ESBS conducted a Data Protection Impact Assessment (DPIA) and signed a Data Processing Agreement (DPA) with DDLETB.

ESBS will also do this in respect of each ETB and has conducted a DPIA in respect of both CMETB and LOETB and signed Data Processing Agreements with both CMETB and LOETB.

The Data Processing Agreement builds on the understanding set out in a Memorandum of Understanding (MOU) and the Service Management Agreement (SMA) between ESBS–ETB Payroll and DDLETB which outlines that DDLETB intends to avail of payroll shared services (including T&S) from the ESBS-ETB Payroll. The MOU sets out that the ESBS-ETB Payroll will work with DDLETB to establish the processes, payroll and T&S policies and procedure necessary for the operational transactional shared services model. The MOU and SMA also sets out that the development of Payroll Shared Services will require the exchange of information, processes and materials as appropriate.

The MOU, the SMA, the DPIA and the DPA in respect of DDLETB will be published on the DDLETB website.

GDPR:

ESBS operates under the guiding principles of the GDPR Regulation. Accordingly, ESBS undertakes to:
- Process Personal Data lawfully, fairly and in a transparent manner;
- Collect personal data for one or more specified, explicit and legitimate purposes and use it only in ways that is compatible with those purposes;
- Ensure Personal Data is adequate, relevant and limited to what is necessary in relation to the purpose(s) for which it was collected;
- Keep Personal Data accurate and, where necessary, up-to-date and take all reasonable steps to erase or correct inaccurate data;
- Retain Personal Data for no longer than is necessary for the specified purpose(s);
- Keep Personal Data safe and secure, including by taking appropriate technical and organisational measures against accidental loss, alteration, unauthorised disclosure of or access to Personal Data.

DATA SECURITY:

5.1 Will our personal information on CORE be safe and who has responsibility for it?
CoreHR's security policy provides that CoreHR will adopt and maintain technical and organisational security measures in dealing with personal data. Details of same are appended with the DPIA. A secure file transfer sharing mechanism (The Hive) has been put in place between the ESBS and DDLETB. This is a secure sharing mechanism operated on Government Networks (GN).

5.2 DES Security Measures
In terms of ESBS security, ESBS is a standalone section of the Department of Education and Skills (DES). Data is stored on DES servers in Marlborough Street, Dublin 1. There is a direct connection between ESBS and DES through Government networks. Access to the DES systems is through controlled access to a building, access to a PC, the provision of a valid username and password and through active directory permissions and permissions to mapped file-shares.

DATA PRIVACY:

5.3 Data Privacy Statement
ESBS has developed a Data Privacy Statement and this will be published on the DDLETB website.

5.4 Data Protection Training
All ESBS employees have received full training in relation to the CoreHR system. Data Protection/Briefing sessions were held with all ESBS staff in advance of Go-Live and ongoing Data Protection briefing/training sessions will be supplied to ESBS staff in conjunction with the Data Protection Officer (DPO) from the DES.

5.5 Data Protection for enquiries received by ESBS Helpdesk
All Helpdesk staff have been instructed that a person's identity must be verified when they contact the ESBS Helpdesk and have received instructions on how to do this.

5.6 Who has access to Personal Data and why?
Access to data is strictly limited to relevant staff, who are fulfilling a specific function for or on behalf of the ESBS. Additional information is contained in both the DPA and the DPIA.

5.7 Data Breaches
The ESBS has implemented a process for reporting suspected or actual data breaches and has a specific Data Breach Standard Operating Procedure in place.

5.8 Data Sharing with the Teaching Council

A separate Data Sharing Agreement will be put in place with the Teaching Council. In the interim, the existing ETB process remains in place and the ESBS is not sharing or receiving personal data from the Teaching Council.

Section 6
General Queries

6.1 Are ETB employees Terms and Conditions of Employment being changed?

There are no changes to any ETB employees Terms and Conditions of Employment as a result of the transition to ESBS-ETB Payroll Shared Services. Once your ETB transitions to the ESBS ETB Payroll, your pay will be processed by the ESBS Centre with pay instructions coming from your ETB. This means that you will access your payslips and other pay related documents e.g. Salary certificate via an Employee Self Service (ESS). This system will allow you access to change your bank details and your address among other things. This means that you will have access to information about your pay at times that are suitable to you.

6.2 Has our Employer Changed – Who is our Employer?

No. There are no changes to your employer. Your ETB remains as your employer.

6.3 Why does the Department of Education appear on certain Bank statements – will this have implications for Mortgage and Loan applications?

There is a Government Banking Naming Convention in place that ESBS are obliged to follow and so the ESBS Bank account had to be named in that fashion. This has no implications for Mortgage / Loan applications and your employer will be in a position to provide a statement to this effect to your Bank/Building Society if required.

6.4 Will I receive a new employee number?

Each ETB employee will receive a new Employee number once your ETB transitions to ESBS. Each employee will need to logon and register in order to access your Employee Self Service (ESS). Additionally, when your ETB payroll function transfers to ESBS, you will be required to login, using a username and password. You will have online access to your details via this   payroll Employee self-service (ESS) option. Your ETB will notify you in advance of the requirement to register for the new system.

6.5 Will my new employee number affect my historical records?

No. This will not affect your historical records.

6.6 Training provided by ESBS

The training to be provided to all ETBs will cover the retained functions and will be delivered to each ETBs Nominated Trainers. Following the delivery of training, ETB Nominated Trainers will create local training plans and deliver training to staff within their own ETB.

In the specific case of DDLETB, ESBS teamed up with CoreHR to deliver training to DDLETBs Nominated Trainers in advance of the migration of DDLs Payroll to ESBS. The ESBS Change and Communications Training Team developed the training materials which included training manuals and training exercises which were used throughout the training sessions. Over a six day training schedule the ESBS and CoreHR Trainers covered the following modules: HR, Time, Pensions, Employee Self Service (ESS), Manager Self Service (MSS), Travel & Subsistence. At the end of each training session the training team gathered written feedback on the training materials.

The team analysed the feedback provided by the attendees and the training manuals and training exercises have been further updated to enhance the training materials for training delivery to future ETB Nominated Trainers.

6.7 Business Readiness Checklist (BRC)

A Business Readiness Checklist has been developed. In collaboration with ETBs the Readiness Checklist will be used by the ESBS to track progress in terms of the activities that an ETB needs to achieve in preparation for the migration to ESBS of their Payroll and T&S activities.

6.8 How do I deal with any difficulties logging onto the CORE v26 system

Once your ETB has transitioned payroll and T&S to ESBS then all payroll and/or T&S queries or enquiries can be sent to the ESBS Payroll Helpdesk via email, post or telephone. However, HR queries will remain the responsibility of your ETB.

- Telephone Support: Monitored 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.

- Email Support:

A dedicated email address is provided by ESBS as follows: ETBPayrollHelpdesk@esbs.gov.ie

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

6.9 ETB Staff – Time and attendance records

The purpose for which the ESBS requires personal data is for the testing, development and the

implementation of an integrated Payroll and HR solution for the ETB sector. ESBS have signed a contract with CoreHR to provide this integrated solution. Following Go-live in respect of each ETB the ESBS will be processing all payroll related activities. Time and Attendance are part of the Personnel module and are retained functions for the ETB as detailed in the Activity Split as and between the ESBS and the ETBs and also in the Process Flow Maps.