

Finance, Audit and Risk Committee
23 June 2014

***PART 1 – PUBLIC DOCUMENT**

AGENDA ITEM No.

6

INFORMATION NOTE: HCC SHARED MANAGED SERVICES (SMS) FRAMEWORK AGREEMENT FOR A PAYROLL SERVICE PROVIDED BY SERCO.

THE CORPORATE HUMAN RESOURCES MANAGER

1. Introduction

1.1 The outsourced payroll was implemented in time for the April payroll run as planned. For April and May an interim process for Employee and Manager Self Service was used pending full implementation of the outsourced service. Although we could no longer process payroll through the Trent system (the current HR Payroll system) for April Salaries. We were able to continue using the system for self service.

1.2. Leave and absence were recorded as normal and an interim system was put in place where payments such as overtime or expenses claims could be made by employees on the system but not authorised on the system. A temporary e-mail authorisation process was put in place for April and May salaries and the information from Trent was extracted and input to SAP for payment.

2. SAP Employee Self Service (ESS) and Manager Self Service (MSS)

2.1 This aspect of the service was delayed until the June Payroll. Serco were late in completing the ESS/ MSS system build. Our requirements for self service were not an absolute like for like match of those for HCC and some bespoke system tailoring was required.

2.2 This needed to take place ahead of training of staff on the test system to ensure our staff were adequately trained ahead of the self service launch.

2.3 The ESS/MSS service came into effect for June salaries. A number of Payroll champions were trained to support staff and managers in using the self service access to the system. Demonstrations for staff were also arranged for 28th and 29th May and. 4th June.

2.4 A lot of information on the system including FAQ's and quick user guides were also available on the Intranet from early May and regularly communicated.

2.5 A fuller update of the project and the implementation is planned for the FAR Committee, 18 September meeting.

Kerry Shorrocks

Corporate Human Resources Manager

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