

## **SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Employment & Appeals Committee

**DATE:** 11<sup>th</sup> April 2018

**CONTACT OFFICER:** Surjit Nagra, Service Lead - People  
**(For all enquiries)** Ronald Dako, Project Manager Agresso Implementation

**WARD(S):** All

### **PART I** **FOR INFORMATION**

#### **IMPLEMENTATION OF SELF SERVICE ELEMENTS OF THE FINANCIAL AND HUMAN RESOURCES SYSTEM - AGRESSO**

##### **1 Purpose of Report**

The purpose of the report is to provide members of this Committee with progress on the introduction of the self service function on the Financial and Human Resources System known as Agresso.

##### **2 Recommendation(s)/Proposed Action**

The Committee is requested to resolve that the update on the implementation of the Self Service elements of the Agresso system be noted.

##### **3. Supporting Information**

###### **Background**

- 3.1 This committee has been advised previously on the work that was being undertaken to implement the self service functionality of the Finance and HR system – known as Agresso. This followed on from the implementation of the finance and procurement functionalities, which currently line managers, and staff involved in invoicing goods / services received, use.
- 3.2 The previous systems to Agresso had very little self-service functionality, which meant the systems could not provide timely information and involved a great deal of manual interpretation of data which made reports more prone to error.
- 3.3 The Agresso Project was commissioned in March 2015 and was scheduled to be launched in 2 phases as follows:
- The first phase of the Project was to deliver the Finance and Procurement element of the system which went live in early February 2016.

- The second phase of the Programme was to deliver Human Resources and Payroll. Payroll went live in September 2016 and HR Processes are to go live on 3<sup>rd</sup> April 2018 through the self service functionality.

- 3.4 The HR processes that have been automated and going live in April will be timesheets, expenses and absences. Staff will be able to enter these through the system and submit to their line managers for approval. Once the manager has approved the request it will go for processing to our external partners – arvato. This process will replace the manual paper processes, be in real time and will be able to report on any stage of the process.
- 3.5 Further, all staff will have access to their personal information on the system, which they have not had access to previously.. Staff will be encouraged to review their personal data and to take accountability and responsibility to ensure this data is accurate. In particular, they will be asked to check details such as home addresses, telephone numbers, ethnicity / diversity details to make sure they are correct..
- 3.6 The electronic payslips functionality will allow staff to access their payslips online - via the Agresso Portal. This functionality did go LIVE in February for senior managers to ensure this was tested and any anomalies ironed out.
- 3.7 As part of the launch extensive mandatory training for managers self service / staff self service has been provided for all staff, to ensure staff embrace and use the system. Quick cards which detail step by step instructions on how to book leave, claim expenses etc have been produced to support staff. There are over 70 User Champions who have been trained to support staff that may run into any difficulties. User Champions have undergone a deeper level of training of the systems. A dedicated email address and support website has also been set up whereby staff can request further assistance related to the system which will be manned by the Agresso Project team.
- 3.8 The system incorporates an automated resetting of passwords should employees forget their passwords.

### **Benefits of self-service**

- 3.9 Introducing self-service has a number of benefits:
- quicker processing of leave and expenses requests,
  - no need to enter data multiple times or for Arvato to re-key data,
  - the system can aggregate the detailed lines to present the correct totals
  - staff can attach scanned receipts,
  - better information and reporting for managers,
  - all information in one place, and
  - joined up with financial data.

### **Wider Council Impact of the system**

- 3.10 The implementation of the self service system will support the Council's transformation change programme including cultural change.
- 3.11 The system will facilitate developing different ways of working as there will be workflows and automation of manual and paper heavy functions which will mean that approvals, information and financial flows are streamlined and timescales reduced. Scanning and document management will enable the swift access of data to enable efficient use of the data for analysis, reporting and monitoring. A few examples include:
- annual leave will be requested and approved via the system
  - sickness recording will be processed at source via a manager and reports available to support management of sickness of employees
  - real time information will be available to managers to manage their teams
  - employees will be able to access their own personal data and make changes to their personal details i.e. change of address
  - payslips will be accessible to all employees through the system

### **Next steps for Implementation**

- 3.12 Following the launch of self service, Service Lead – People will consider with colleagues what other processes can be streamlined and aligned with the system. For example, recording all appraisals and training needs on the system.
- 3.13 We are supporting Children's Trust with their implementation of the system and this is due to go live in June 2018.
- 3.14 All OD&HR policies, procedures and guidance documents will be streamlined and aligned with the system, and brought up-to-date in line with current employment legislation and best employment practice. The aim will be, in so far as it is possible to do so, that managers and staff will, in two to three years time, be able to use the policies, procedures and guidance, supported by the Agresso system, with minimum HR support.

### **4. Comments of Other Committees**

This report has not been considered by any other committees.

### **5. Conclusion**

The Committee is requested to note this update on the implementation of the self-service elements of the Agresso Finance and HR system.

### **6. Appendices**

None.