



Meeting Notes & Action Points

V1 created on 2nd May 2017

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1. Version history

Version No.	Revision date	Summary of Changes	Author
1.0	05/05/2016	Initial draft sent via email to Humberside	RW
1.1	11/05/2017	Status of actions updated.	RW
1.2	19/05/2017	Additional comments and status updated in sections 2 and 4.	AM
1.3	19/05/2017	Status of actions updated further. Items 1, 2, 3, 11, 12, 14, and 15 updated.	RW
1.4	23/05/2017	AM's initials added to his comments on 19/05/2017. Status of action 3 site visit updated. Status of training course booking was updated to green in action 15 as now booked.	RW
1.5			

Project:	Humberside FRS		
Date of Meeting:	02-04/05/2017	Time:	1pm-1pm
Prepared By:	Russell Wood	Location:	FRS HQ

2. Meeting Objective

The meeting was arranged to review the current status of processes and system usage at Humberside in more detail, plan objectives, resource and timelines required to deliver.

3. Attendees

Name	Initials	Organisation	E-mail	Phone
Michelle Taylor	MT	Humberside	michelletaylorhr@humbersidefire.gov.uk	01482 565333
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Richard Jacques	RJ	Humberside	rajcques@humbersidefire.gov.uk	01482 565333
Simon Donnachie	SD	Humberside	sdonnachie@humbersidefire.gov.uk	01482 565333
Jayne Myers	JM1	Humberside	jmyers@humbersidefire.gov.uk	01482 565333
Jane Moodie	JM2	Humberside	jmoodi@humbersidefire.gov.uk	01482 565333
Steve Topham	ST	Humberside	stopham@humbersidefire.gov.uk	01482 565333
David Lofthouse	DL	Humberside	dlofthouse@humbersidefire.gov.uk	01482 565333
Russell Wood	RW	Infographics	Russell.Wood@infographics.co.uk	0131 319 2950
Brendan Mullan	BM	Infographics	Brendan.Mullan@infographics.co.uk	0131 319 2950

4. Discussion Points

Description	Raised by
Project documents run through with all attendees. Included draft MS project plan used with other clients, user group/permissions spreadsheet, template for HelpDesk ticket formats and meeting notes and actions log.	RW
Run through of audit document completed with all attendees.	BM
Importance of the customer managing and maintaining their HelpDesk ticket lists to keep good lines of communications and a clear view of status was raised. It is also key to provide the information in the structure required to avoid delays and	RW

additional work on both sides. The current Humberside ticket list is generally sitting at awaiting customer and are old.	
Self-service was raised as key to Humberside. Currently there is an environmental/setup issue with emails sending that needs to be investigated. There is a ticket sitting in HelpDesk dormant that should be re-activated and investigated to resolve. An action was captured.	MH, RJ and RW
Humberside started to setup stations and role structures for the T&D side. SD found it complex to setup and felt it was going to take a lot of effort. It never got to the point of end users being exposed to the system. Need to arrange after HR Core is addressed to revisit this area. Site visits may also help to provide Humberside with insight into the benefits of having the data integrated and the robust H&S/training audit trail the system provides against employee's real life maintenance of skills and acquisition of knowledge as well as direct linkages to role/contract changes from HR, availability, payments and other areas. SD acknowledged it was worth looking at again at a later date.	SD/RW
<p>Had difficulties with how to build reports and with getting sickness data out. It was demonstrated by BM on day 3 how this could be achieved relatively easily and Humberside came to realise that the input of the data may also not be happening correctly. Training for HR Core and Reports was to be arranged.</p> <p>The opportunity to use the FireWatch Return to Work Interview capabilities, reminders and other sickness recording processes was raised.</p> <p>The split of permissions in the area of equalities data was also raised by MT. BM explained the permissions are present to manage this.</p> <p>JM and MT requested an enhancement to the system so that date of birth could be available to users without giving access to other equalities data which is currently grouped in a single equalities permission. BM created a HelpDesk ER ticket on behalf of Humberside describing the requirement.</p>	HR Team
<p>It was highlighted that there is currently not adequate resource assigned to the product within the departments and people also do not understand what processes they should be following and why.</p> <p>Other than Jayne, they don't currently have a power user in their teams which users can go to as a first port of call.</p>	ALL
Reporting – it was agreed that Humberside need to identify the key reports for each area. Perhaps target five to begin with. This should be linked to each security profile/user group role so they would be published to users based on need as favourites.	Humberside
Would like more direct access to the system and data input for users in the future. Need to review the business processes around sickness and other areas.	Service support
The rota side was already setup for FDS and wholetime previously. It was run in parallel with spreadsheets but there was no buy in from management to push it forward. Manual payments are currently managed from spreadsheets. There could be large benefits from generating and manging payments in FireWatch.	JM1/DL

Because local management can't currently input and update sickness and availability the FRS end up with deficiencies. If they had access to FW this could be addressed and better resource forward planning achieved.	RG
The view from people in the room was that a target to rollout FDS availability first and then other groups of people made sense and should be targeted as already configured and would drive buy in for other areas.	All
There is a need to rollout RDS availability and replace the in-house system as a next phase. The person who developed the bespoke application is no longer with the FRS and this is a risk. AM acknowledged that there would be a need to move away from the customised processes and use the generic system with some process change.	AM
Would be big savings from outputting pay information directly from FireWatch to pay provider. RW stated that this is being achieved at many sites. Infographics would be happy to work with Humberside on a specification for the output required as a future piece of work.	DL
Alan would like to delay moving wholetime holidays onto the system for a later phase due to the internal process issues that would need to be addressed around this. Infographics pointed out holidays is a key area that gives the overall view of availability. It is also not a robust or efficient system to have four different processes and systems/spreadsheets/paper forms for holiday processes and this could be replaced by an auditable and scalable implementation in FireWatch. It was agreed that green book staff should be targeted for migration to FireWatch holidays as a first phase.	AM/RW/All
Event and drill recording for payments would have big benefits. Should consider at which point this can be rolled out for which groups.	AM
It was recognised that the main issues that have prevented successful use of the software to date were the need for suitable operating processes to be formalised that linked in with system capabilities and usage. The current data set is not being maintained and is not accurate. Stable and dedicated resource with the appropriate skills and experience, a detailed plan, executive level sponsorship and strategy that is maintained in line with the overall goals of the Fire Service rather than individual priorities is needed. The software was not the reason for current status and a successful route forward with some initial wins were identified.	MH/All
The importance of having adequate resource was raised and that even where they are not 100% they need to at least be that on specific days to prevent other work impacting the project.	RW

5. Actions			
No	Action	Assigned To	Due Date
1.	IG resource to be assigned to update Humberside test system to latest V7.6 build and work with Humberside IT to get self-service email triggers working in Humberside network. RJ to liaise with IG resource to enable remote access and assist with environmental issues preventing email where required.	RW to arrange resource by	19/05/17

	<p>AM 19/05/2017 – Test System updated, although 7.6.0.0.230 now needs loading as it contains a hot-fix for privileges around date of birth and other protected characteristics.</p> <p>RW</p> <p>RW 19/05/2017 – V7.6 build 229 was already installed and included the enhancement request provided for an additional privilege specifically against date of birth as detailed on my email on 11/05/17. We have additionally contacted RJ this afternoon to check the test system is not in use and we are bringing it up to the 230 build just so you are on the latest, although this was not required for this item.</p>		
2.	<p>RJ to provide list of users and attributes to be created via script in Humberside database to enable rollout of self-service.</p> <p>AM 19/08/2017 – Work in Progress, although Self-Service is not working correctly.</p> <p>RW 19/05/2017 – This action still resides with Humberside. The list of users and permissions will be added to FireWatch and is not dependent upon self-service for this action to be completed. Self-service status as of this afternoon is fully working with the issue resolved (it was a configuration issue where it was pointing to the wrong URL address so links from emails went to the wrong place).</p>	<p>RJ</p> <p>RW</p> <p>RJ/AM</p>	19/05/17
3.	<p>Joint site visits to be arrange for:</p> <ul style="list-style-type: none"> Staffordshire to see HR, self-service and event recording. Hampshire to see integrated position and availability Durham to see site just migrated from standalone training to FW and also other areas <p>AM 19/05/2017 – Visit to Staffordshire could be useful for the Phase 1 work. To chase RW for likely dates.</p> <p>RW 19/05/2017 – Now that it has been confirmed you would like to visit Staffordshire I have emailed them today to request this.</p> <p>RW 23/05/2017 - Possible date for visit to Staffordshire now sent by RW to Humberside.</p>	<p>RW/All</p> <p>RW</p> <p>RW</p> <p>RW</p> <p>Humberside</p>	<p>TBC</p> <p>Email sent on 19/05/2017 to Staffordshire.</p> <p>Email sent on 23/05/2017 to Humberside.</p> <p>Target to confirm if suitable by 26/05/17</p>
4.	<p>Humberside to review and update existing HelpDesk tickets and close items that are no longer relevant.</p> <p>19/05/2017 – All old tickets now closed.</p>	Humberside	<p>Target of completion by 19/05/17 END</p>
5.	RW to send permissions spreadsheet	RW	Completed on 04/05/17

6.	<p>Humberside to review permissions spreadsheet and complete for the roles. Linked to this should be key reports that each user role should have access to via favourites.</p> <p>AM 19/05/2017 – Work in Progress and on-schedule.</p>	Humberside	Target of completion by 31/05/17
7.	<p>Send sample annualised hours report output.</p>	BM	Target of completion by 08/05/17
8.	<p>Actual annualised hours sample report to be provided for import into Humberside test system.</p> <p>AM 19/05/2017 – Report received, but further testing needed.</p>	BM RJ	Target of completion by 31/05/17
9.	<p>Organisation parameter settings to be updated and standard long term sickness report reviewed by HR</p>	MT	Already completed on 04/05/17
10.	<p>Brendan’s availability for training/follow up visits to be provided.</p>	BM	Target of completion by 08/05/17
11.	<p>MH stated that establishment/HR data to be validated and updated in the system to ensure accuracy and a solid foundation.</p> <p>AM 19/05/2017 – Work in Progress, but unlikely to hit this target date for all areas, e.g. self-service was to be used for individuals to check their own details, but this is not working.</p> <p>RW 19/05/2017 – The bulk of this work and the initial important element (as I understood it but may be wrong) was to ensure the post and contract and related establishment data was accurate and being maintained. This is not reliant on self-service. Self-service will then be used to ask employees to check and update their personal details. Self-Service is functioning in Test.</p>	Humberside	Target of completion by 31/05/17
12.	<p>Validate the establishment report is returning data as expected and report any issues to IG via HelpDesk ticket.</p> <p>AM 19/05/2017 – RJ hasn’t received the report to import. RW can you please organise.</p> <p>RW 19/05/2017 – This is visible in the ‘standard reports’ and was included in the 7.6 build of software already provided. If RJ needs help locating this just let us know. Action still with Humberside to review.</p>	RJ RW RJ	Target of completion by 31/05/17
13.	<p>MH will allocate a full time project management resource. This will supplement resource also assigned from departments to create a formal project team to advance the project.</p> <p>AM 19/05/2017 – Work in progress.</p>	MH	Target of completion by 31/05/17
14.	<p>HelpDesk enhancement request ticket to be created for date of birth permission. To then be processed by support and a work item created for development. Development to provide the enhancement in an updated V7.6 build.</p>	BM/RW	HelpDesk request already complete and processed by Infographics’

	<p>AM 19/05/2017 – in 7.6.0.0.230 but version needs to be put onto test environment.</p> <p>RW 19/05/2017 – This is already in the version installed at Humberside as per my email on 11/05/17.</p>	RJ	support team. Work item already allocated to developer and software build will be available by target date of 12/05/17
15.	<p>Initial plan to be produced for initial phase 1 targets. Current scope agreed was.</p> <ul style="list-style-type: none"> UAT and go-live with 7.6. <p>AM 19/05/2017 – UAT to start on Core HR system only for 7.6 (new version needs loading).</p> <p>RW 19/05/2017 – version already in place was suitable for UAT. Version being updated to latest today in any case as per previous comment.</p> <ul style="list-style-type: none"> FDS officer availability – Report on shifts required using annualised shifts report as starting point, identify privileges required for FDS officers and Control Users for out of hours, Prepare user accounts, Training for FDS officers and Control. <p>AM 19/05/2017 – Micro-project to be created around this and details available next week.</p> <ul style="list-style-type: none"> Self-service cut down to ability to see and update personal details as first deliverable. <p>AM 19/05/2017 – Self-Service not working. Kelvin (IG) is looking into this.</p> <p>RW 19/05/2017 – Self-service is working.</p> <ul style="list-style-type: none"> Holidays for green book staff and FDS to be moved to FireWatch as part of initial phase. <p>AM 19/05/2017 – Unable to progress until self-service is fixed.</p> <p>RW 19/05/2017 – Self-service is working.</p> <ul style="list-style-type: none"> Use of reminders in starter and leaver process to be implemented. Can be used in conjunction with group alias email accounts. <p>AM 19/05/2017 – Discussed and will be incorporated into working practices. Further discussion needed over exactly how this will work.</p>	<p>JM1 / RJ</p> <p>JM1 / RJ</p> <p>RW</p> <p>RW</p> <p>RW</p> <p>JM2</p>	

	<ul style="list-style-type: none"> Sickness reporting and other key management reports configured <p>AM 19/05/2017 – There is some inconsistency in the way in which the sickness report is generated and the underlying selection criteria needs to be provided. A list of other sickness report is under development.</p> <ul style="list-style-type: none"> Training of departments in Core HR and Reporting <p>AM 19/05/2017 – Details have been agreed. END.</p> <p>Possible next phase items identified were:</p> <p>Holiday entitlement and booking via self-service Return To Work process Holidays for other contract type Events/Drills recording and payments Wholetime and/or retained availability</p>	<p>MT / JM2</p> <p>RW</p>	<p>Training was confirmed on 17/05/2017 by RW via email</p>
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