Date: 17 September 2012 **File:** Novopay

Subject Briefing for Lesley Longstone for
meeting with Talent2 on 18 September 2012

Service levels

- Payroll administrators continue to find it difficult to get calls answered by the Novopay service desk. Wait times can be upwards of 10 minutes with 50% of those calling abandoning their calls.
- When payroll administrators get through to the service desk they often report not getting their problem resolved or getting contradictory information.
- Talent2 has not consistently provided service level information to the Ministry.

- *Q. How is Talent2 going to get the wait times under 4 minutes?*
- *Q. How is Talent2 going to ensure its staff provide accurate, helpful responses to schools?*
- *Q. Why can Talent2 not provide consistent, useful statistics to the Ministry?*

Retrospective payroll instructions

- There are still over 3,000 retrospective payroll instructions outstanding from before 20 August. Because of these un-keyed transactions, staff are not being paid.

- *Q. How can Talent2 guarantee that these instructions will be in Novopay before the end of the next pay cycle?*

Other processes – overpayments recovery, ACC, salary assessment

- Talent2 is struggling to get the "downstream" payroll processes working effectively – namely overpayments recovery, ACC processing, salary assessment.
- This will cause the next wave of issues after the immediate ones of "getting existing staff paid".

- *Q. How is Talent2 going to increase its capability and performance in these downstream areas?*

Contract Variation Issue – KPI holiday, retention payment s 9(2)(b)(ii) OIA

- We are negotiating a variation to the contract with Talent2 to cover a KPI holiday and the timely resolution of outstanding defects.
- The Ministry has offered Talent2 a KPI holiday until 2 November. During this time the Ministry will not enforce the penalties in the contract. A KPI holiday is common practice at implementation while a vendor beds in their processes.
- The Ministry proposes withholding payments of s 9(2)(b)(ii) OIA Talent2 because of outstanding software defects. We propose paying the outstanding once the October release of software has been successfully implemented.
- Talent2 has not yet agreed the variation.

- *Q. The KPI holiday period proposed is very generous given the stress the sector is under because of low service levels. Why can Talent2 not agree to the variation?*
- *Q. There are still many software defects in Novopay online that are causing schools stress – e.g. the SUE and banking Staffing report errors. How will Talent2 ensure it resolves these and other outstanding defects in a timely manner?*