

**From:** Mary Sue Rogers [<mailto:marysue.rogers@talent2.com>]  
**Sent:** Tuesday, November 13, 2012 9:18 AM  
**To:** Craig Foss  
**Cc:** Andrew Banks  
**Subject:** RE: Follow up to call with Andrew Banks

Minister Foss

Per your follow up request

1. Backlog of tickets **pre** pay period 17 at end of day 12 Nov is 692 and will be zero by Friday 16 Nov.
2. For pay period 17, you are correct at start of Monday there was 900 tickets remaining, of this 494
3. Please attached the power point that was presented at the last Novopay Board meeting on the 1 Nov

Please let me know if you would like to discuss or would like more information

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**From:** Craig Foss [<mailto:Craig.Foss@parliament.govt.nz>]  
**Sent:** Tuesday, 13 November 2012 4:44 AM  
**To:** 'Mary Sue Rogers'  
**Subject:** RE: Follow up to call with Andrew Banks

Thanks very much,  
Yes I would be very keen to see those slides, as well as an update on the backlog and retro, remaining and number of items not processed for this pay round. I believe the count was about 900 at the start of Monday,

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-----Original Message-----

**From:** Mary Sue Rogers [[marysue.rogers@talent2.com](mailto:marysue.rogers@talent2.com)]  
**Sent:** Monday, November 12, 2012 10:49 PM New Zealand Standard Time  
**To:** Craig Foss  
**Cc:** Andrew Banks  
**Subject:** Follow up to call with Andrew Banks

Dear Minister Foss

Per the conversation you had with Andrew Banks earlier today I am pleased to provide the following data points: -

- For pay period 18 and into the future (the pay period that starts on Wed the 14 Nov) Talent2 will have an incremental 15 trained and experienced senior payroll officers above what was in place for pay period 17
- Over the last 30 days Talent2 has added greater than 30 additional resources, plus 15 more have been added this week, and in addition we have incremental 5 management roles
- Since Pay Period 12 (start of Novopay) average abandonment on the call centre has gone from around 45% to under 15%

- Of the past due requests for the salary assessment unit 100% have been cleared as of the 12 Nov

I have kept the list short, but if you desire additional points please let me know. In addition we had a Novopay Board Meeting 2 weeks ago and at that meeting there was a series of slides presented talking about the various volume and performance statistics since the start of Novopay which I would be happy to send you.

Kind regards,

Mary Sue Rogers



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