

Novopay Project Board Meeting

1 November 2012

Novopay - Pay Period 15

Payroll Statistics

- \$156,786,573.97 - Gross Pay for the period
- \$120,961,612.94 - Amount Paid to Employees
- 87,118 - Number of Employees Paid
- 120 Employees in Exception Pay Run
- 13 Bank Stops Processed for \$55,200.76

Payslip Delivery

- 65,897 - Payslips Emailed to Employees
- 13,640 - Payslips Posted to Employees

Novopay - Pay Period 16

Payroll Statistics

- \$169,727.532.77 - Gross Pay for the Period
- \$131,652,089.36 - Amount Paid to Employees
- 90,906 - Number of Employees Paid
- 233 Employees in Exception Pay Run
- 60 - Bank Stops Processed for \$94,988.18
- 221 Tickets were not processed within timeframe.

Payslip Delivery

- 69,321 - Payslips Emailed to Employees
- 17,843 - Payslips Posted to Employees

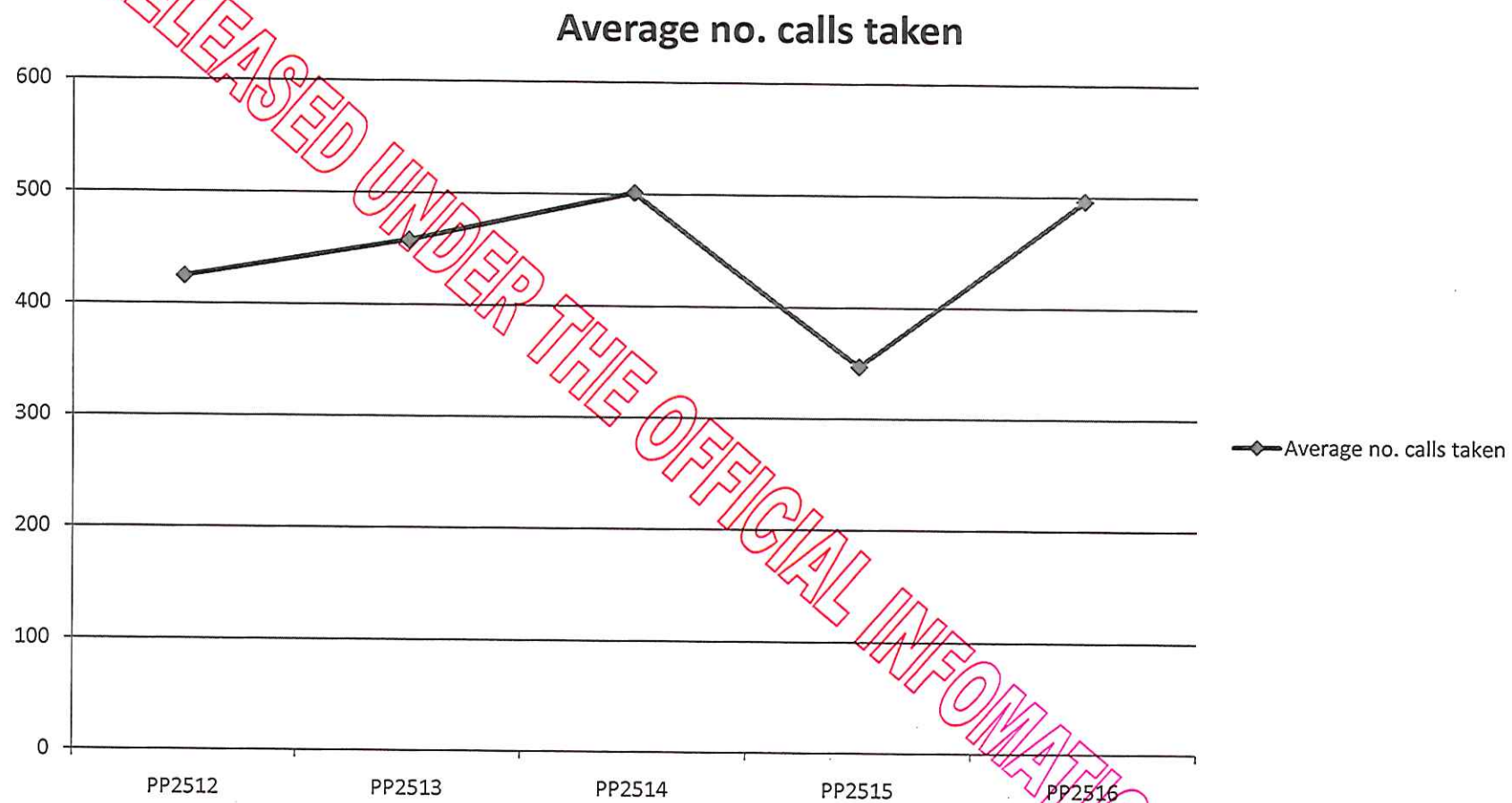
Row Labels	Count of Ticket No.
New Appointments	9
NOVO1nt New Appointment Form for Non-Teaching Staff	2
NOVO1t New Appointment Form for Teaching Staff	6
NOVO23nt Annualisation Agreement Form for Support Staff	1
Payrun Process	99
NOVO31 Transaction Report Discrepancies / Advise of Changes	99
Salaries/Occupancies/Allowances	14
NOVO22nt Annual Increment/Individual Employment Agreemnet Pay Change Form	1
NOVO25nt Annualisation Agreement Termination Form for Support Staff	5
NOVO27 Maternity Grant Form	1
NOVO28t Higher Duties Allowance Form for Teaching Staff	1
NOVO2nt Pay Details Change Form for Non-Teaching Staff	3
NOVO2t Pay Details Change Form for Teaching Staff	3
Terminations	94
NOVO6 Termination/End of Employment Form	86
NOVO6R Termination Reversal Form	8
Timesheets/Allowances	5
NOVO10nt Timesheet for Out-of-Hours Music and Art Staff	1
NOVO13nt Timesheet for Support Staff	1
NOVO15t Timesheet for Individual Relief Teaching Staff	1
NOVO21 Funding / Department Code Change Form	1
NOVO34p Assoc Teacher Allow - Primary	1
Grand Total	221

Novopay - Pay Period 16

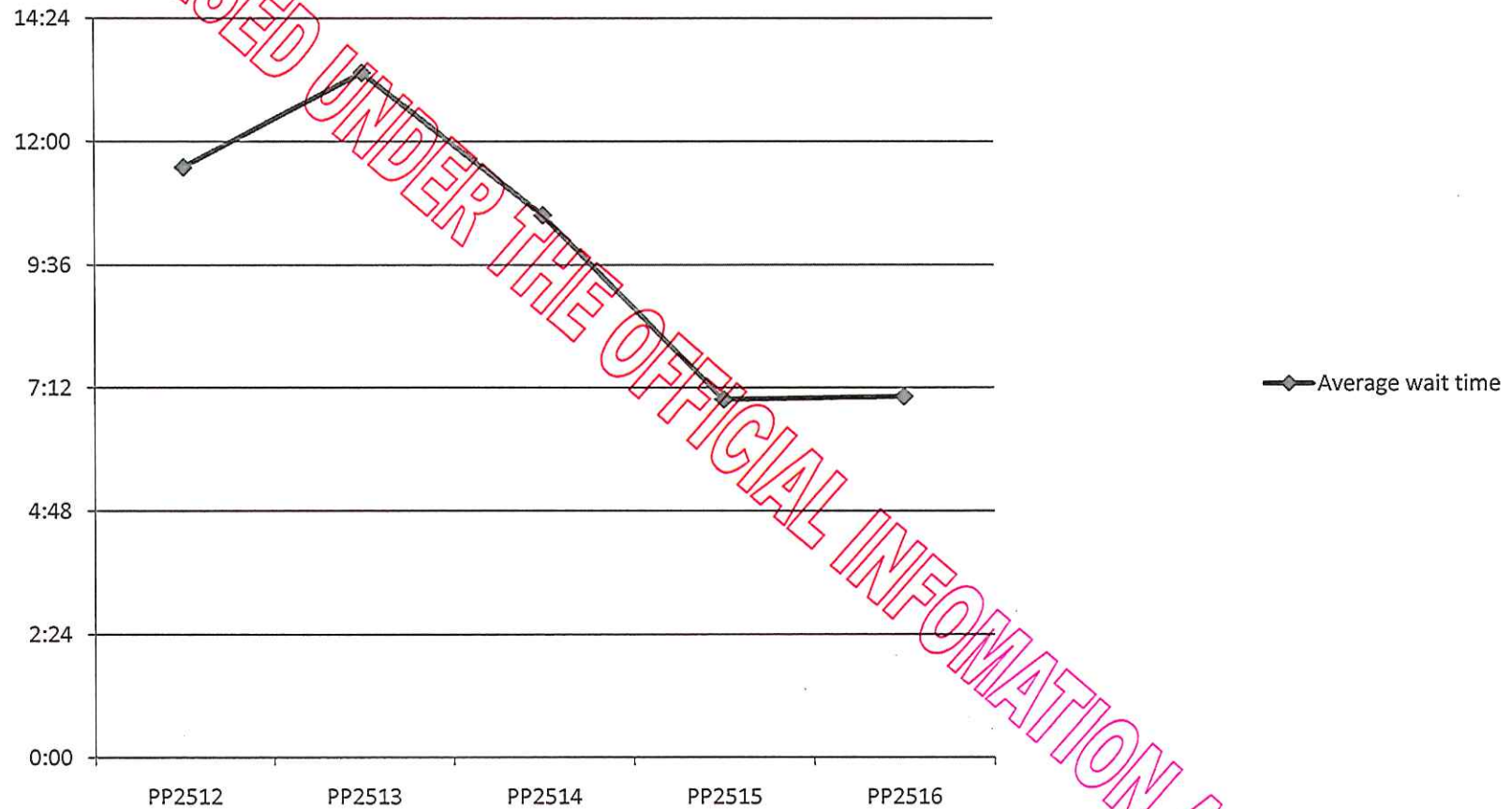
Technical Challenges

- Table Indexing issue caused the generation of Draft SUE reports to complete three hours later than scheduled

RELEASED UNDER THE OFFICIAL INFORMATION ACT

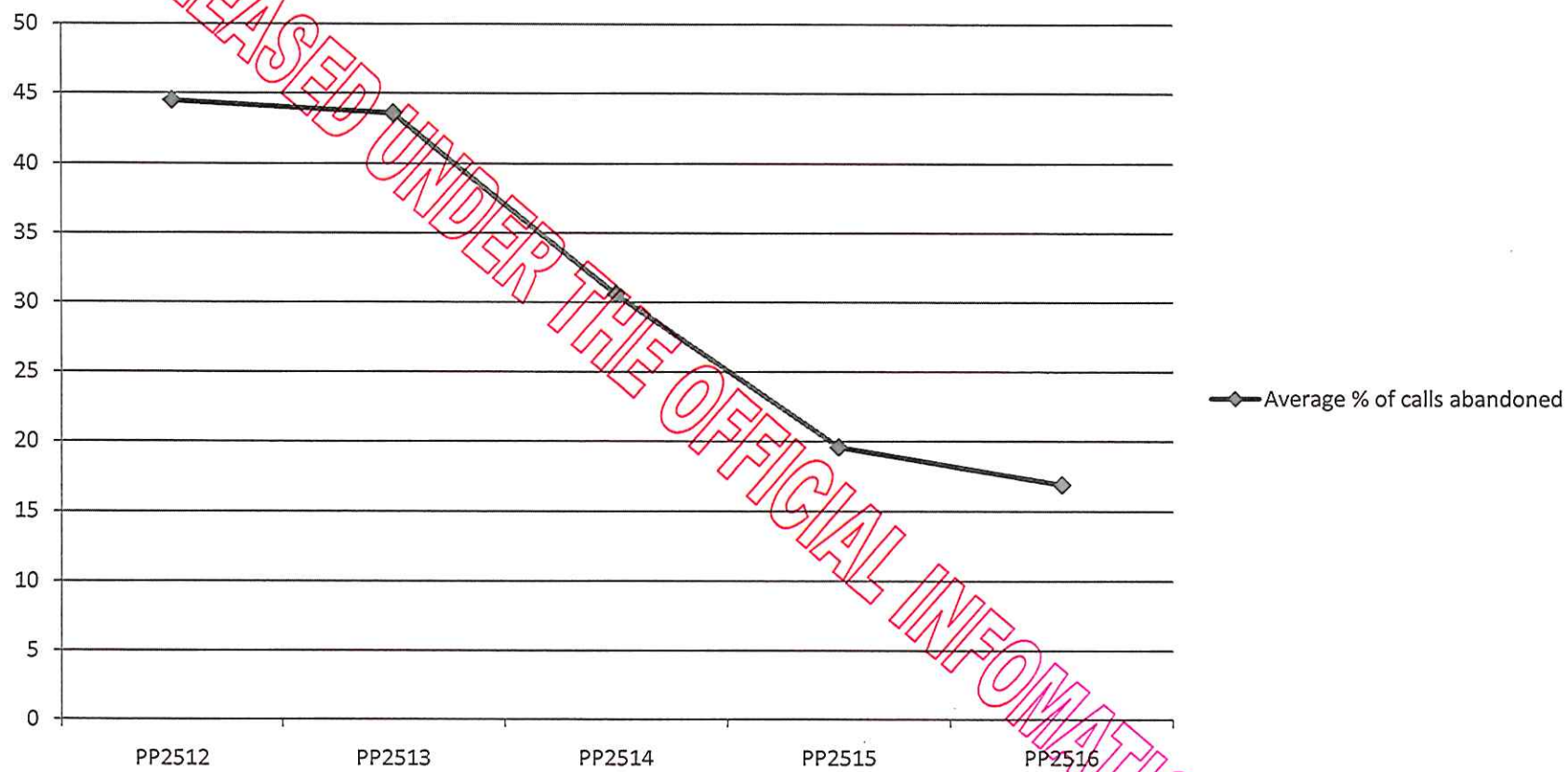


Average wait time

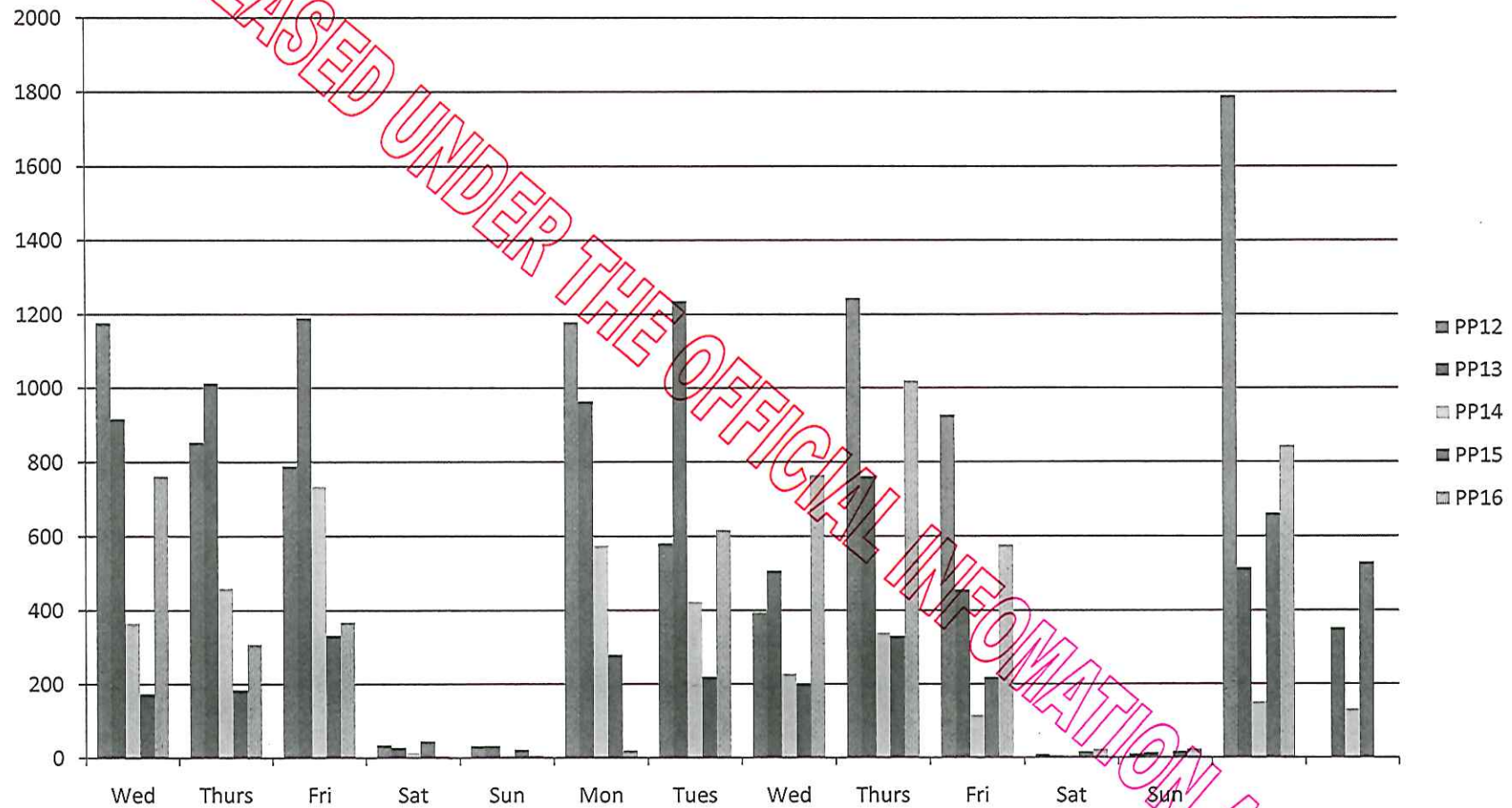


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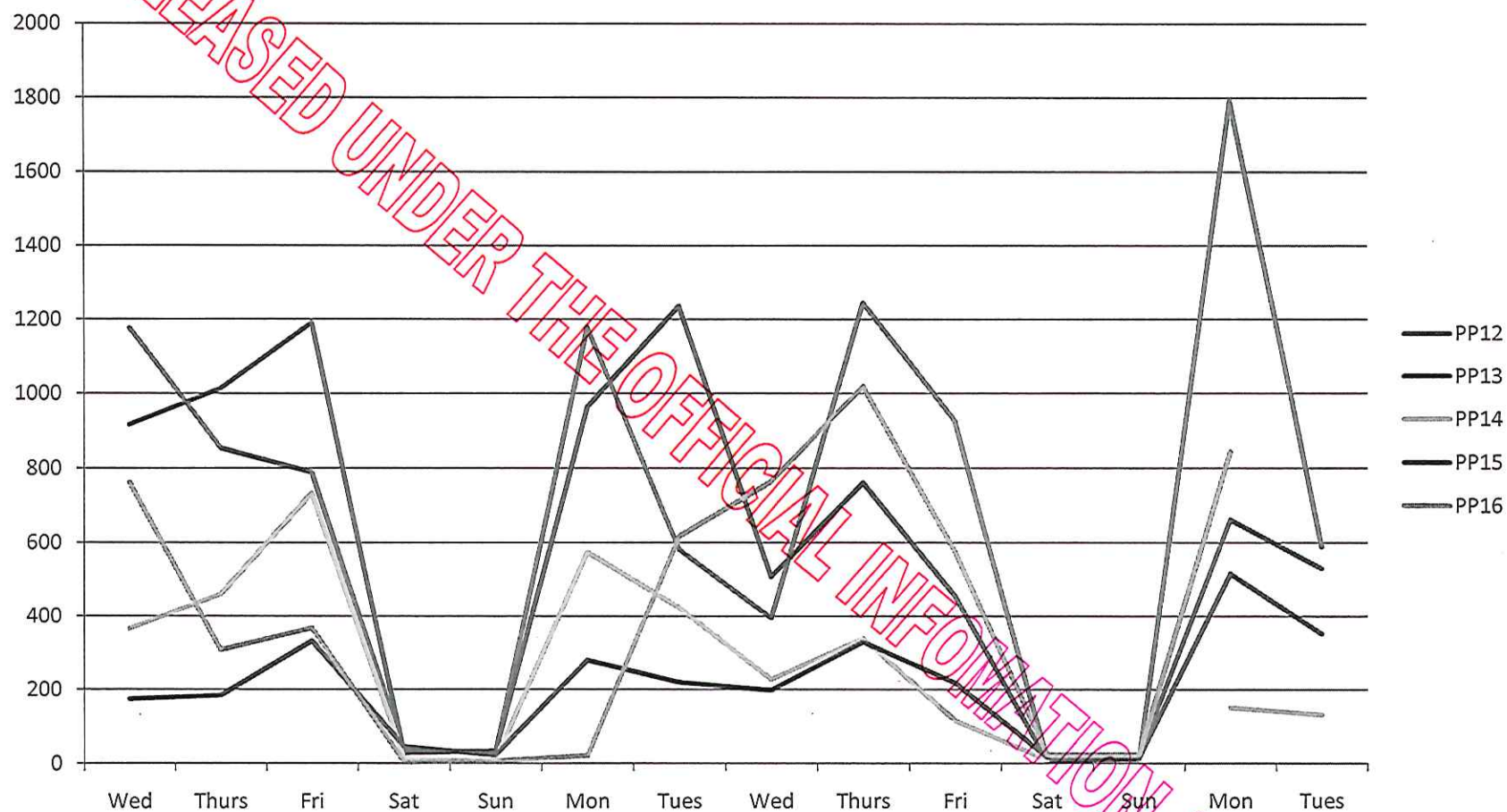
Average % of calls abandoned



Pay Centre Tickets Created By Day within a Pay Period



Service Desk Tickets Created By Day within a Pay Period



Transaction Volumes

Activity	PP2512			PP2513			PP2514			Total		
	Estimate	Actual	% Variance	Estimate	Actual	% Variance	Estimate	Actual	% Variance	Estimate	Actual	% Variance
New Appointments	530	1,521	286.75%	530	2,510	473.21%	530	2,572	484.90%	1,591	6,603	414.95%
Allowances	6,529	1,012	15.50%	6,529	1,707	26.15%	6,529	2,147	32.89%	19,586	4,866	24.84%
Personal Details	4,529	1,496	33.03%	4,529	2,102	46.41%	4,529	1,922	42.44%	13,588	5,520	40.63%
Timesheet Details	15,914	97,152	610.50%	15,914	71,732	450.76%	15,914	80,053	503.05%	47,741	248,937	521.44%
Leave	14,893	19,315	129.69%	14,893	33,430	224.46%	14,893	129,488	869.43%	44,680	182,233	407.86%

Service Improvements

No	Name	Main Actions	Status	RAG
1	Improved SUE reports	Re-run PP12 & 13	Done	
2	Improved Banking Staffing	Fix B/S same as SUE	Due for pp15 (del. w/c 15/10) Majority complete. Balance due Nov 11	
3	Service Desk Plan	Plan of changes	Done	
4	Service Desk P1	Channels, Numara planned roll out, call backs	Done	
5	Service Desk P2	Numara to schools, proactive responses	NSDA on-line module in test with NOS. Roll out NOS wk 22/10 - stalled Increase capacity on SD wk 22/10 DONE	
6	Relievers – short term	E-mail address for Relievers	Done	
7	Relievers – longer term Plan	Agree longer term fixes for Relievers	To start 21 Oct Payslip enhancement - Done	
8	Relievers – implement longer term plan	Specific actions to be agreed as part of #8	To start 1 Dec	
9	Retrospective Transactions	Increase capacity in team to clear back log	Capacity increased, enhanced monitoring	
10	Debit Processing	Increase capacity, ESP enhanced support, reporting	Review process, capacity and reporting	

Service Improvements

No	Name	Main Actions	Status	RAG
10	Debit Processing	Increase capacity, ESP enhanced support, reporting	Increased operational capacity. Increased management capacity. Reporting improved . Review process on-going.	
11	BAU dash board	"Production plan" dashboard to enable accurate reporting	Dashboard version 1 created, daily meetings in place. Dashboard continues to be enhanced	
12	Monitoring & reporting	Proactive management and identification of potential future issues	To start 13 Oct- Ongoing	
13	Case & Issue Mgt	Single point of contact for case management	Established by end of pp14	
14	People & Organisation	Additional experience in team, re-organisation of team	2 new hires joining in Oct, contract and temporary labour in place including support from Australia Additional recruitment in T3 space.	

Backlog Glide Path for Paycentre Tickets

October						
Mon	Tue	Wed	Thur	Fri	Sa	Su
	30 Total to Clear: 5349 Estimate to be cleared: 534 Schools to clear: 1573 Est Schools cleared: 43	31 Total to Clear: 4815 Estimate to be cleared: 534 Schools to clear: 1530 Est Schools cleared: 57	1 Total to Clear: 4281 Estimate to be cleared: 534 Schools to clear: 1473 Est Schools cleared: 52	2 Total to Clear: 3747 Estimate to be cleared: 534 Schools to clear: 1421 Est Schools cleared: 76	3	4
5 Total to Clear: 3213 Estimate to be cleared: 534 Schools to clear: 1345 Schools cleared: 93	6 Total to Clear: 2679 Estimate to be cleared: 534 Schools to clear: 1252 Schools cleared: 111	7 Total to Clear: 2145 Estimate to be cleared: 534 Schools to clear: 1141 Schools cleared: 137	8 Total to Clear: 1611 Estimate to be cleared: 534 Schools to clear: 1004 Schools cleared: 178	9 Total to Clear: 1077 Estimate to be cleared: 534 Schools to clear: 826 Schools cleared: 260	10 Total to Clear: 543 Nil Balance Schools to clear: 566 Schools cleared: Nil Balance	11

People / Leadership Changes

Operations Manager

Projects Manager

Report Specialist

Financial Controller

Communications Manager

Service Desk Team Leaders

Service Desk & Paycentre Staff

Debt Team Leader

Releases since Go-Live

- 31 Releases have been deployed into the Production environment since 20 August
- These releases incorporated 205 defects
- Focus of defect resolution has been School Facing functionality and financial issues.
- Key areas addressed:
 - SUE Report
 - TPDW
 - Payslips
 - Deductions
 - Timesheet Entry and Upload
 - Start of Year / End of Year
 - Financial Files

Current Activity

- Completion of Banking / Staffing report
 - 2 defects outstanding,
 - Targeted for release prior to next final payrun
- Pay Calculations
 - 10 Defects outstanding
 - Targeted for release on 17 November

Novopay End of Year Plan

EOY

Monday 5 November - School administrators can access the forms online. Online guides will be available for them to access for help, tips. This will be followed by hardcopies mailed to them.

Monday 19 November - School administrators will be asked to get their forms filled/returned by this day.

This builds in a **two week buffer** for MOE to follow up on those who have not done/filled in their forms and/or are having trouble with them.

Monday 3 December - Is the actual drop dead date for T2 to have all this information processed.

SOY

Monday 12 November - School administrators can access the SOY forms. Online guides will be available for them to access for help, tips.

Monday 28 January 2013 - School administrators will be asked to return forms by this date.

This builds in a **two week buffer** for MOE to follow up and those who have not done/filled in their forms and/or are having trouble with them.

Monday 11 February 2013 - Is the drop dead date for T2 to have all this information processed.

Annualisation

Tuesday 8 January 2013 - School administrators return forms by this date.

Tuesday 8 January 2013 - T2 loads NOVO25NT and NOVO24NT (cancellation and amendment forms).

Wednesday 9 January 2013 - T2 removes NOVO23NT from website.

Tuesday 22 January 2013 - Annualisation period ends, this corresponds to the end of PP22.

Wednesday 23 January 2013 - Annualisation period starts, this is the start of PP23.