eESS Service Desk Portal

Support Model

Introduction
The eESS Service Desk Portal was introduced in October 2018 with an aim of improving the support provided to Boards from the eESS Programme Team (eESS PT). The portal now acts as the primary mode of requesting support and communicating with the eESS PT.

Support Model
The eESS Service Desk support model assumes that Boards have triaged issues using their own locally defined support models. Where there is a need for input from the eESS PT this will be raised via a Board Nominated Representative (BNR). Board Nominated Representatives should reference available SOPs and supporting documentation available on the eESS website.

Support Requests

Request Cycle
1. Unique ID number will be provided once new request is submitted
2. Request will be assigned to a member of the eESS PT
3. Updates will be added by BNR and the assigned request handler
4. Upon agreement the request will be set to a status of ‘Resolved’ (the request can still be updated if needed)
5. After 5 days the request will automatically be marked as ‘Closed’

Managing Response
The eESS PT will monitor requests on a daily basis to ensure efficient response times. Each request will be marked with a current ‘State’ and ‘Open With’ as below;

<table>
<thead>
<tr>
<th>State</th>
<th>Open</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On Hold</td>
</tr>
<tr>
<td></td>
<td>Resolved</td>
</tr>
<tr>
<td></td>
<td>Closed/Closed Unresolved</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Open With</th>
<th>eESS Programme Team</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Atos/Oracle/Jobtrain</td>
</tr>
<tr>
<td></td>
<td>Awaiting Customer</td>
</tr>
<tr>
<td></td>
<td>Awaiting Customer – No Response</td>
</tr>
</tbody>
</table>

Local support provided through Boards own support model
Board Nominated Representative raises request via eESS Service Desk Portal
Request assigned and progressed
Where there has been no response from the BNR the request handler will update the status of the request to Awaiting Customer – No Response, with time lapse recorded after 4 days, 8 days, and 15 days. After 15 days of no response the request will be closed. Days will be measured in calendar days.

**Requesting Support**

**Payroll Related**

Support related to payroll transactions can be routed via this option. Payroll Interface documents, such as latest business rules, and guidance on reports can be found using the link at the top of the payroll section.

1. Select Payroll Related from the portal home page
2. Complete all fields fully, using drop down box to indicate support type
3. Add attachments such as screenshots to aid the investigation
4. A unique ID number will be provided for tracking purposes

Once assigned, the ‘Open’ request will be updated with comments providing guidance or requesting further information.

**Get Assistance**

This section should be used for general support on non payroll related transactions.

1. Select Get Assistance from the portal home page
2. Complete all fields fully
3. Choose relevant selection from ‘Module’ and provide further details
4. Add attachments such as screenshots to aid the investigation
5. A unique ID number will be provided for tracking purposes

Once assigned, the ‘Open’ request will be updated with comments providing guidance or requesting further information. If support is needed from a third party supplier this will be escalated via a member of the eESS PT.

**Report an Outage**

Before reporting an outage first check the information banner on the home page; known outages or planned down time will be communicated here.

1. Select Report an Outage from the portal home page
2. Complete all fields fully
3. Choose relevant selection from ‘Module’ and provide further details
4. Add attachments such as screenshots to aid the investigation
5. A unique ID number will be provided for tracking purposes

Once assigned, the ‘Open’ request will be updated with comments providing guidance or requesting further information. The information banner on the home screen will be updated if the outage affects multiple users.

**Make a Request**

Development requests, changes to OBIEE Reports, changes to SOPs or new OBIEE Reports or SOP’s can be requested from this section.

1. Select Get Assistance from the portal home page
2. Choose Developments, OBIEE Reports or SOP
3. For Developments/SOP download document from link at the top of the page
4. Provide contact number and any additional information or comments
5. Attach the completed document and submit
6. For OBIEE Reports complete all fields fully
7. A unique ID number will be provided for tracking purposes

Once assigned, the ‘Open’ request will be assigned to the relevant work stream for consultation and review. Input from colleagues from other boards may be required.

**Global Deployments**

The global deployment function supports the process of employee’s retaining their unique eESS ID across multiple employments within NHS Scotland. Records should be matched where prompted as per the New Start SOP. Where multiple records display as possible matches, a request should be logged using the Global Deployments section.

1. Select Global Deployment from the portal home page
2. Download Global Deployment form found at the top of the page
3. Complete and save the document
4. Provide contact number and any additional information or comments
5. Attach the completed document and submit
6. A unique ID number will be provided for tracking purposes

The ‘Open’ request will be updated to ‘Resolved’ once complete along with any additional comments, where needed.

**Continuous Updates**

Mass data uploads can be requested using the continuous update function.

1. Select Continuous Updates from the portal home page
2. Download the required file
3. Complete and save the document
4. Select the Type of Request from the drop down menu
5. Provide contact number and any additional information or comments
6. Attach the completed document and submit
7. A unique ID number will be provided for tracking purposes

The ‘Open’ request will be updated to ‘Resolved’ once complete along with any additional comments, where needed.

**3rd Party Support**

**Atos**

Where support from Atos is required a request should be raised using the relevant section of the portal; a member of the eESS PT will raise an incident with Atos and will lead communications. Going forward Atos will only accept incidents raised by the eESS PT.

Regular updates from Atos colleagues will be sought and the portal updated with latest information or requests for further detail.

**Jobtrain**

**Candidates**

Candidates can obtain support direct from Jobtrain via the [eESS Recruitment – Jobtrain website](#). Jobtrain will provide reports to the eESS Programme Team detailing support call volumes; support types and flag and trends identified.
Recruitment Teams

Boards should, in the first instance, triage issues within the Board/Regional structure before escalating to the eESS PT. If further escalation is required the eESS PT will contact Jobtrain on behalf of Boards. Communications will be updated and accessible for BNR’s to view via the portal in the same manner as all other requests types.

Managing Board Nominated Representative Absence

Requests can be reassigned to another BNR where needed to accommodate absence or change of lead contact in Board.

Additional Features of the Portal

Information Banner

At the top of the screen there is an information banner which will communicate key messages; by clicking on the message further details can be viewed.

Header

Links to the eESS website and eESS platform can be found here. My Requests allows users to access open and closed requests. The Knowledge option allows access to the full knowledge base. Users can log out by clicking their name.

My Open Enquiries

This section shows all open enquiries grouped together along with unique reference numbers. Users can click on each enquiry to view full details.

Recent News

Articles can be found here on latest news and developments to eESS. Clicking on the title hyperlink will open the full article.

Most Viewed Articles

Summary of articles most viewed by users of the eESS Service Desk Portal can be found here.

Reports

Weekly summary reports will be provided to Boards with all open or on hold requests, along with any resolved requests closed within the last 7 days.

The report will be sent on Tuesday afternoons to all Board Nominated Representatives.

Dashboards

Dashboard are available to BNR detailing a range of live data, including open requests by type, status, open with and trends over months.

Continuing Improvements

The eESS Service Desk Portal will be reviewed for continuous improvement; this document will be updated to reflect any changes that are made. Feedback surveys are issued when requests are closed; users are encouraged to provide feedback to assist with ongoing improvements.

Lorna Johnston, 06/06/2019
## Revision history

<table>
<thead>
<tr>
<th>Revision Date</th>
<th>Version</th>
<th>Description of Change</th>
<th>Author</th>
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<tr>
<td>05/11/18</td>
<td>1.0</td>
<td>Version 1</td>
<td>Lorna Johnston</td>
</tr>
<tr>
<td>06/06/19</td>
<td>1.0</td>
<td>eESS Recruitment – Jobtrain arrangements added/ Global Deployment details amended</td>
<td>Lorna Johnston</td>
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