Operations Group

HR
Reporting & Access

Community Brainstorm

Agenda

- HR Reporting Overview
- Exercise 1:
- Break (20 minutes)
- Exercise 2:
- Exercise 3:

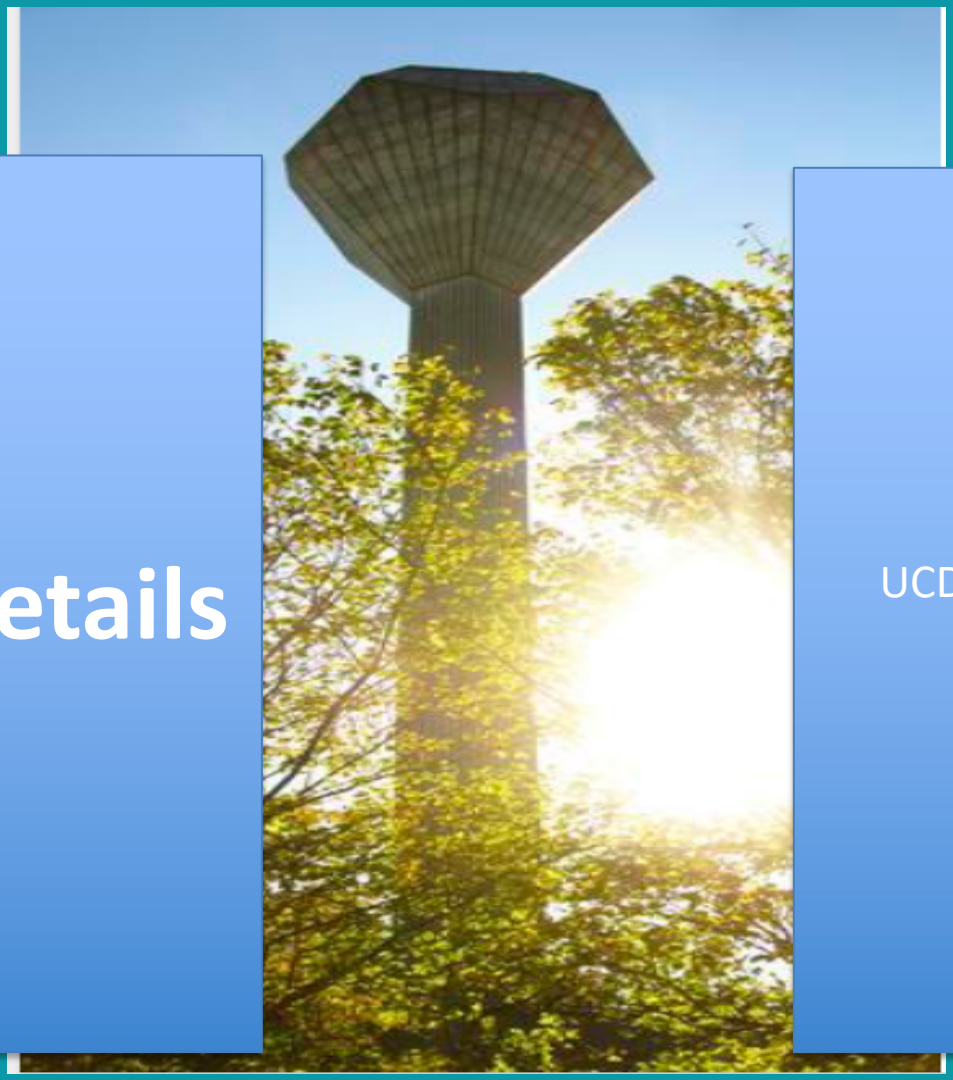
Operations Group

Presentation Agenda

- My Personal Details
- Staff Planning Dashboard
- Attendance Management
- Hourly Paid Reports
- Helpdesk
- Resourcing

Operations Group

My Details



UCD Applications System

Operations Group

My Details

Who has access?

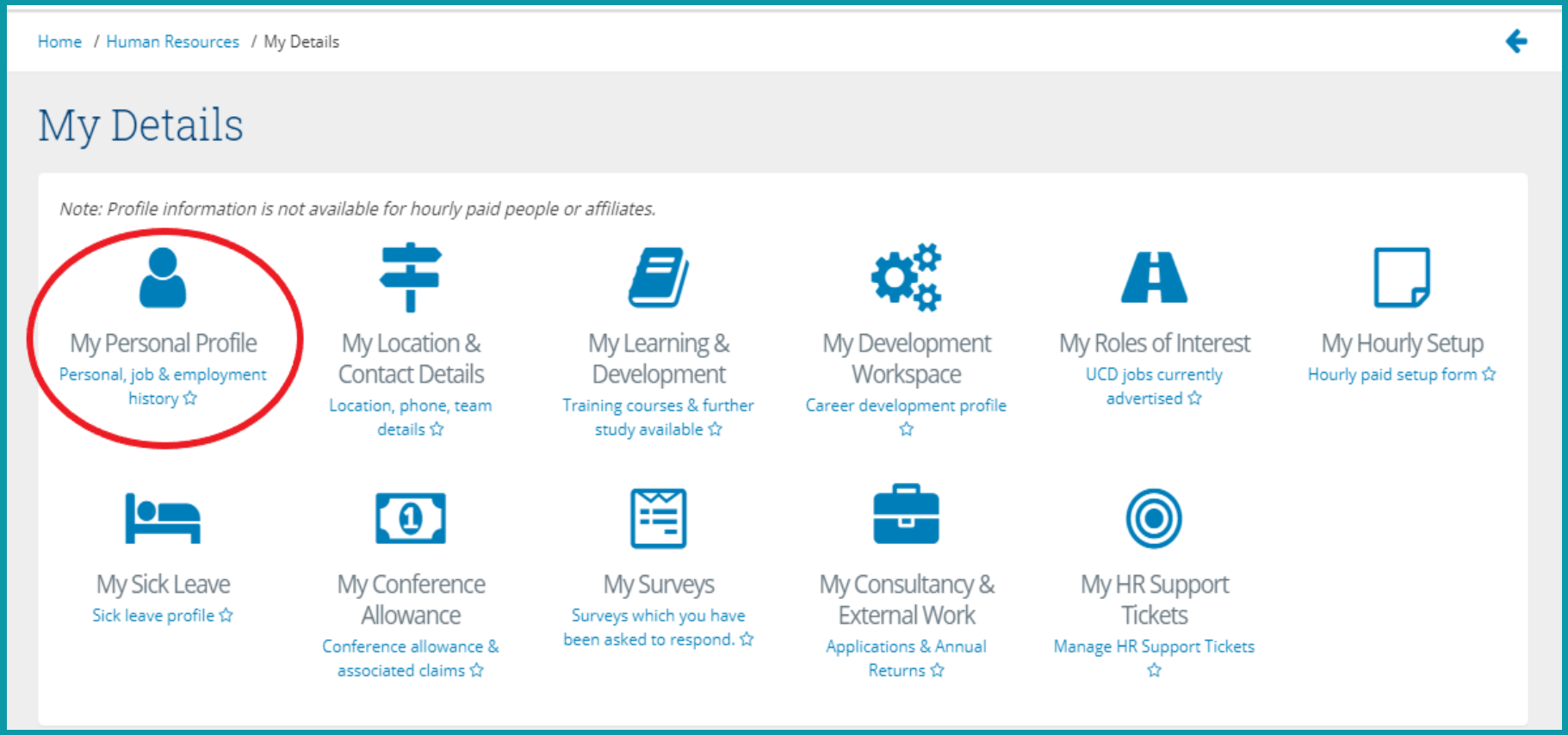
- All Staff

Why do they have access?

To review MY current data held on the HR system

Operations Group

My Personal Profile



Operations Group

My Personal Profile

UCD Employment History

Displays details of your employment history in UCD, including information on all primary posts held. It also provides information on other employment events such as leaves or pay rate changes, where these events occurred later than March 2013 (date of HR data cleansing project).

The service below should not be relied upon for Pension purposes, please refer to your online pensions record through Core ESS.

Note: Due to previous restructuring projects, your historic cost centre may have been remapped to a new School or Unit.

Home / Human Resources / My Details / My Personal Profile

My Personal Profile

Update My Details

Definitions of certain items can be found by hovering over the grey title.For any queries regarding your Staff Profile, please email: HRHelpdesk

Important Information

Note: Increment dates for all staff members who are not at the top of their scale are being reviewed on a monthly basis to ensure adherence with the specific provisions in the Haddington Road Agreement 2013 to 2016.
- Your increment date may be blank if you are at the top of your scale or it may reflect the date of your last increment.
- Your increment date could change if your circumstances change, e.g. internal secondment

Note: Should there be an amendment pending, the position details e.g. Job Title, may not correspond to the appointment details e.g. Pay. This is due to the fact that the details are mid process and once completed, both will align.

			Permanent	1.00			
			Temporary	1.00			
			Temporary	1.00			
			Permanent	1.00			

Operations Group

Staff Planning

UCD Applications System

Operations Group

Staff Planning Reports

Who has access?

- College Principals
- Vice Presidents
- Heads of School
- Heads of Unit
- School/Unit Managers
- Finance Managers

Why do they have access?

- Reports used to assist with Staff Planning and Budgets.

Operations Group

Planning Dashboard

Forecasting Information

Forecasting information includes future items that will impact on your FTEs including upcoming retirements; contracts which are due to end; employees who on career breaks and leave of absence for research that are due to return and PAFs that are in train and expected to start in the future.

	FTEs			
Status	Core Funded	Externally Funded	Research Funded	Total
Retirements Possible Within Year				
Contracts Ending Within 6 Months				
Career Break Ending Within 12 Months				
Leave of Absence for Research Ending Within 12 Months				
PAFs - In Train				

5 rows took 7.43 seconds to run Export to Excel SQL

Operations Group

New Academic Starts

Employee Planning

- **Planning Dashboard**
  View Employee Planning Dashboards by University, College or School ☆
- **Probation Reviews by School**
  Shows employees grouped by remaining time until the end of their probationary period. ☆
- **New Academic Starters**
  New academic employees who have joined UCD or have been made permanent in the past 12 months ☆
- **Teams & Roles Information**
  Reviews teams and roles that are associated with people in your school or unit ☆
- **Incremental Reviews**
  Shows employees who are to be reviewed for increments. ☆
- **HEA and UMT Reporting**
  Reporting for HEA and UMT ★
- **Haddington Road - Surrender of Leave by School / Unit**
  Summary of Surrender of Leave Responses by School / Unit ★
- **Employee Management Reports**
  Other Employee planning Reports e.g. On leave, Contract Information, Approaching Retirement, Head Count & FTEs and Post Number Search. ★

For help with items on this menu, please email hrhelpdesk@ucd.ie

Operations Group

Increment Reviews

Employee Planning

- **Planning Dashboard**
  View Employee Planning Dashboards by University, College or School ☆
- **Probation Reviews by School**
  Shows employees grouped by remaining time until the end of their probationary period. ☆
- **New Academic Starters**
  New academic employees who have joined UCD or have been made permanent in the past 12 months ☆
- **Teams & Roles Information**
  Reviews teams and roles that are associated with people in your school or unit ☆
- **Incremental Reviews**
  Shows employees who are to be reviewed for increments. ☆
- **HEA and UMT Reporting**
  Reporting for HEA and UMT ★
- **Haddington Road - Surrender of Leave by School / Unit**
  Summary of Surrender of Leave Responses by School / Unit ★
- **Employee Management Reports**
  Other Employee planning Reports e.g. On leave, Contract Information, Approaching Retirement, Head Count & FTEs and Post Number Search. ★

For help with items on this menu, please email hrhelpdesk@ucd.ie

Operations Group

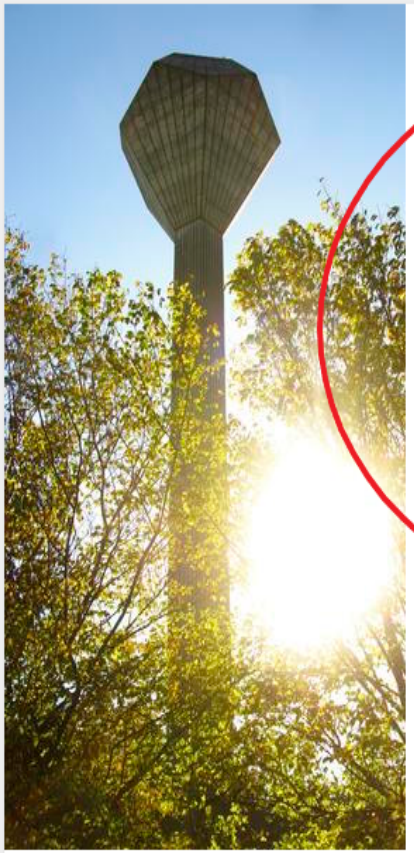
Employee Management Reports

InfoHub – Human Resources – Employee Planning - Employee Management Reports

Operations Group

Employee Management

Employee Management Reports



Employee Management Reports

- **Headcount & FTEs by School/Unit**
  Shows current FTEs, headcount and employees with split cost allocations. ☆
- **Headcount & FTEs by College/Mgmt Unit**
  Shows current FTEs, headcount and employes with split cost allocations. ☆
- **Headcount & FTEs by University**
  Shows current FTEs, headcount and employees with split cost allocations - limited access - needs review. ☆
- **On Leave by School**
  Employees currently on various type of paid and unpaid leave by School/Unit. ☆
- **On Leave by College/Mgmt Unit**
  Employees currently on various type of paid and unpaid leave by College/Management Unit. ☆
- **Contract Information by School**
  View fixed term and specified purpose contract information for employees by School/Unit. ☆
- **Approaching Retirement by School/Unit**
  Permanent Employees Over 69 Approaching Retirement from UCD Pension Scheme ☆
- **Approaching Retirement by College/Mgmt Unit**
  Permanent Employes Over 69 Approaching Retirement from UCD Pension Scheme ☆
- **Search by Post Number**
  Search by post number to see a full history of a post ☆

Operations Group

Headcount & F.T.E.s

Number of Staff in the University

This table provides a headcount of the number of staff directly attached to Colleges or Management Units within the University.

	Headcount			
College / Management Unit	Academic	Research	Support	Total
Academic Affairs				
Arts & Humanities				
Beijing Dublin International				
Business				
Engineering & Architecture				
Health & Agricultural Sciences				
President'S Office				
Provisions, Grants, Gen Chrges				
Science				
Social Sciences & Law				
Vp - Development				
Vp - Finance				
Vp - Research, Innov & Impact				
Vp - Staff				
Vp - University Relations				
Vp For Global Engagement				
Total				

Operations Group

Headcount & F.T.E.s

Permanent Staff Over 60 Approaching Retirement from UCD Pension Scheme

College Description	Who Can Continue in Employment	Who Must Retire
Academic Affairs		
Arts & Humanities		
Beijing Dublin International		
Business		
Engineering & Architecture		
Health & Agricultural Sciences		
President'S Office		
Science		
Social Sciences & Law		
Vp - Finance		
Vp - Research, Innov & Impact		
Vp - Staff		
Vp For Global Engagement		
Total		

Operations Group

Contract Information

Contract Information by School

Select School:

Please note to ensure the efficient running of this report the data is refreshed from CoreHR nightly.

Fixed Term and Specified Purpose Contracts

Number of Fixed Term and Specified Purpose Contracts shown for staff in your School, grouped when contracts are expected to end.
Includes permanent members of staff who may be on these types of contracts for a period of time.

		Number of Contracts by Type		
Employee Status	**Contract Expected Ending**	**Fixed Term**	**Specified Purpose**	**Total**
Temporary				
	Ending in less than 3 Months	2	3	5
	Ending in 3 - 6 Months		1	1
	Ending in more than 6 Months	6	5	11
Total Temporary		**8**	**9**	**17**
Permanent				
	Ending in less than 3 Months	3	2	5
	Ending in 3 - 6 Months		1	1
	Ending in more than 6 Months	3	2	5
	End date in the past	2		2
	Other		1	1
Total Permanent		**8**	**6**	**14**
Total		**16**	**15**	**31**

For help with the above information, please email hrhelpdesk@ucd.ie

8 rows took 2.46 seconds to run Export to Excel SQL

Operations Group

On Leave

On Leave by College/Mgmt Unit

Select College:

Shows the headcount of staff who are currently on different types of leave - paid and unpaid - over different time frames.
Long Term Leaves include Career Break, Leave of Absence, Maternity Leave and Adoptive Leave.
Other Leaves include Parental Leave, Carers Leave and Shorter Working Year Block Leave.

Note: Staff availing of Shorter Working Year Salary Spread are not displayed in this report.

Important Information

Please note to ensure the efficient running of this report the data is refreshed from CoreHR nightly.

Staff On Leave - Paid and Unpaid

			Headcount		
School / Unit	Term	Type of Leave	Paid Leave	Unpaid Leave	Total
	Long Term Leaves	Career Break More Than One Year		6	6
	Long Term Leaves	Leave of Absence for Research	2		2
	Long Term Leaves	Maternity Leave	3	4	7
	Other Leaves	Parental Leave Block		1	1
	Other Leaves	Parental Leave Spread		4	4
Total			**5**	**15**	**20**

Operations Group

Post Number Search

Post Number Search

Enter a post number below to see historically movement of staff members appointed to that post over time - latest appointment appears first.

Select Post Number: Clear

Personnel No	Forename	Surname	Job Title	Appointment Status	Post Sequence	Employee Status	Start Date	End Date	Planned Post End Date	FTE	FTE	Action Code	Reason Code
				Commenced	14	Permanent Part-Time	01 Jan 2020		22 May 2020	.68	.68		Shorter Working Year - Return
				Ended	12	Permanent Part-Time	13 Nov 2019	31 Dec 2019	22 May 2020	.65	.65		Contract Extension
				Ended	11	Permanent Part-Time	01 Jan 2019	12 Nov 2019	12 Nov 2019	.65	.65		Shorter Working Year Spread
				Ended	10	Permanent Part-Time	01 Jan 2018	31 Dec 2018	12 Nov 2019	.60	.60		Shorter Working Year Spread
				Ended	9	Permanent Part-Time	12 Dec 2016	31 Dec 2017	12 Nov 2019	.68	.68		New Appointment – Promotion
				Ended	7	Hourly Paid	21 Sep 2015	04 Dec 2016	20 Sep 2018	.50	.50		New Appointment – Promotion
				Ended	6	Permanent	16 Oct 2014	09 Aug 2015		1.00	1.00		New Appointment – Promotion
				Ended	5	Permanent	01 Jul 2013	27 Aug 2014		1.00	1.00		Haddington Road Agreement
				Ended	4	Permanent	01 Mar 2013	30 Jun 2013		1.00	1.00		Data Cleansing
				Ended	3	Permanent	01 Jan 2011	28 Feb 2013		1.00	1.00		Pensions Modification
				Ended	2	Permanent	26 May 2008	31 Dec 2010		1.00	1.00		

Operations Group

Attendance Management

UCD Infohub
HR Operations

Operations Group

My Sick Leave Profile

Who has access?

All Employees

Why do they have access?

To view details of their sick leave record over the last 4 years

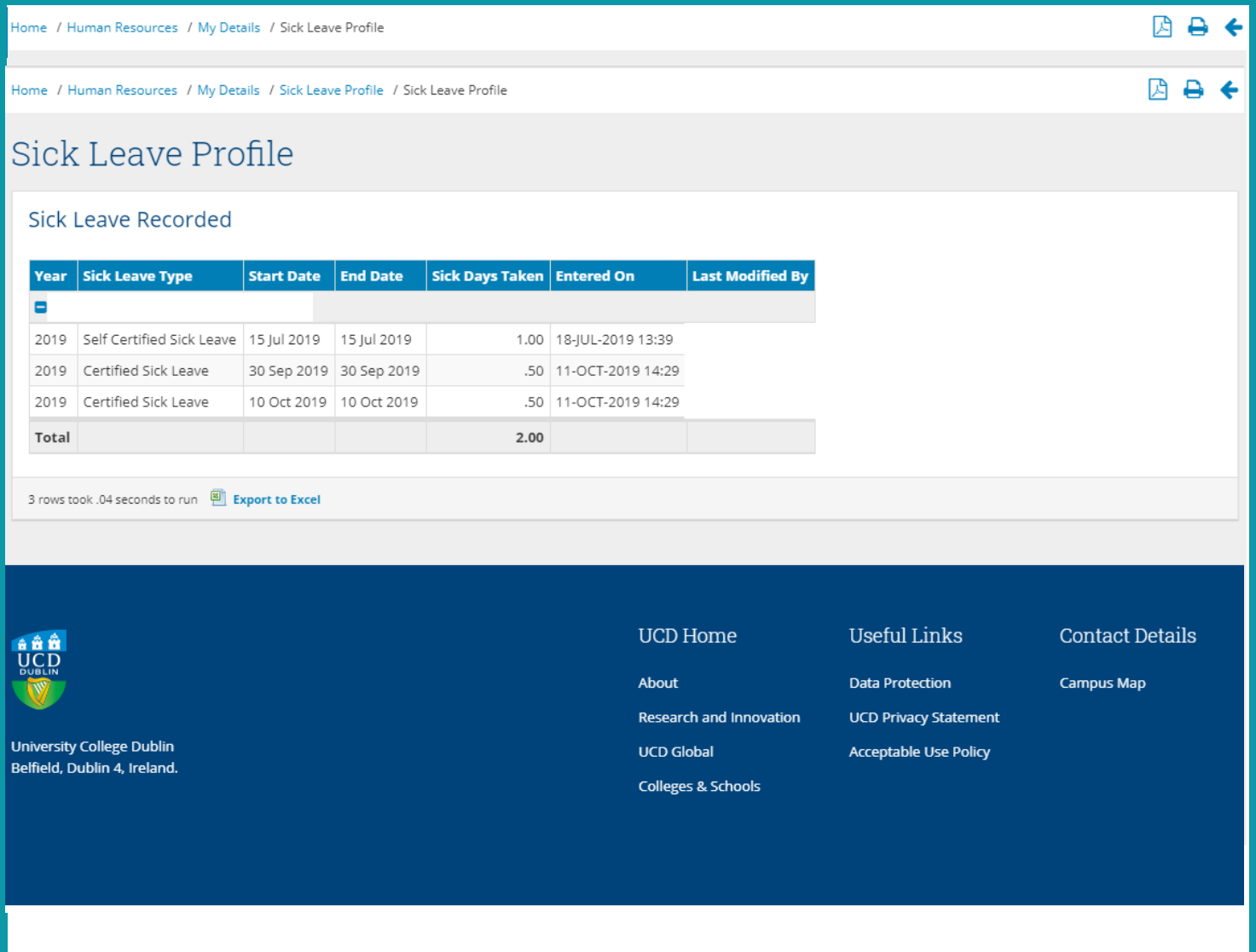
Access Request – n/a – available to all employees

Scope of Access

Reports are limited to individual access. Reports pull data specific to each employee.

Operations Group

Employee View



Operations Group

Sick Leave Reports

Who has access?

Heads of Schools/Units
Sick Leave Administrators

Why do they have access?

To manage and administer
both sick leave and sick leave
entitlements

Access Request
Submit request to hrhelpdesk@ucd.ie. If eligible access will be granted.

Scope of Access
Reports are limited by access group.
Reports pull data specific to school/unit.

Operations Group

Leave Administrator

Operations Group

Leave Summary

Sick Leave Summary by School

Select School:

IMPORTANT: This report is strictly confidential & must be treated in compliance with the Data Protection Act 2018.
Any questions or concerns you may have on the staff data for your particular School, please contact: HRHelpdesk

Please note to ensure the efficient running of this report the data is refreshed from CoreHR nightly.

Important Information

Sick Leave by Year

Shows the number of staff with occurrences of sick leave, both certified and self certified, in a given calendar year, for the past 5 years.
The completeness of sick leave records in 2010 and 2011 is dependent on when the sick leave process was rolled out in your School.

	Number of Staff		Number of Sick Days		
Year	Certified Sick Leave	Self Certified Sick Leave	Certified Sick Leave	Self Certified Sick Leave	Total
2016	15	13	215.1	23.0	238.1
2017	19	15	351.5	25.5	377.0
2018	24	24	376.7	45.3	421.9
2019	32	31	609.6	49.9	659.4
2020	7	6	78.5	7.0	85.5
Total			1,631.3	150.6	1,781.9

Select to Drill down

5 rows took 2.14 seconds to run Export to Excel

Sick Leave By Year and Cost Centre

Shows the number of staff with occurrences of sick leave, both certified and self certified, in a given calendar year for the past 5 years, for cost centres within your School.

Operations Group

Self Certified Sick Leave

Self Certified Sick Leave

Shows staff with their pro-rata entitlement of days, the number of pro-rata self certified sick days that they have taken in the previous 2 years and the percentage of their entitlement they have used.
All permanent full-time staff members have an entitlement of 7 days over a 24 month period. All permanent part-time staff members have a pro-rata entitlement based on their FTE (7 * FTE).

Please note to ensure the efficient running of this report the data is refreshed from CoreHR nightly.

Staff Details

Personnel No	Forename	Surname	Employee Status	Entitlement	Self Certified Sick Days Taken	% Entitlement Used	Entitlement Used Grouping
				7.0	6.00	86%	Days taken approaching entitlement limit (80-99%)
				7.0	6.00	86%	Days taken approaching entitlement limit (80-99%)
				1.1	1.00	90%	Days taken approaching entitlement limit (80-99%)
				7.0	6.00	86%	Days taken approaching entitlement limit (80-99%)

Drill down for dates

4 rows took 1.11 seconds to run Export to Excel

Operations Group

Hourly Paid Reports

UCD InfoHub
HR Operations

Operations Group

Hourly Paid Reports

Who has access?

- Timesheet Approver 1
- Timesheet Approver 2
- Timesheet Administrator
- School Managers & Administrators
- HR Ops & others on a request basis

Access Request
Submit completed Timesheets Approver Administrator Authorisation form to hrhelpdesk@ucd.ie

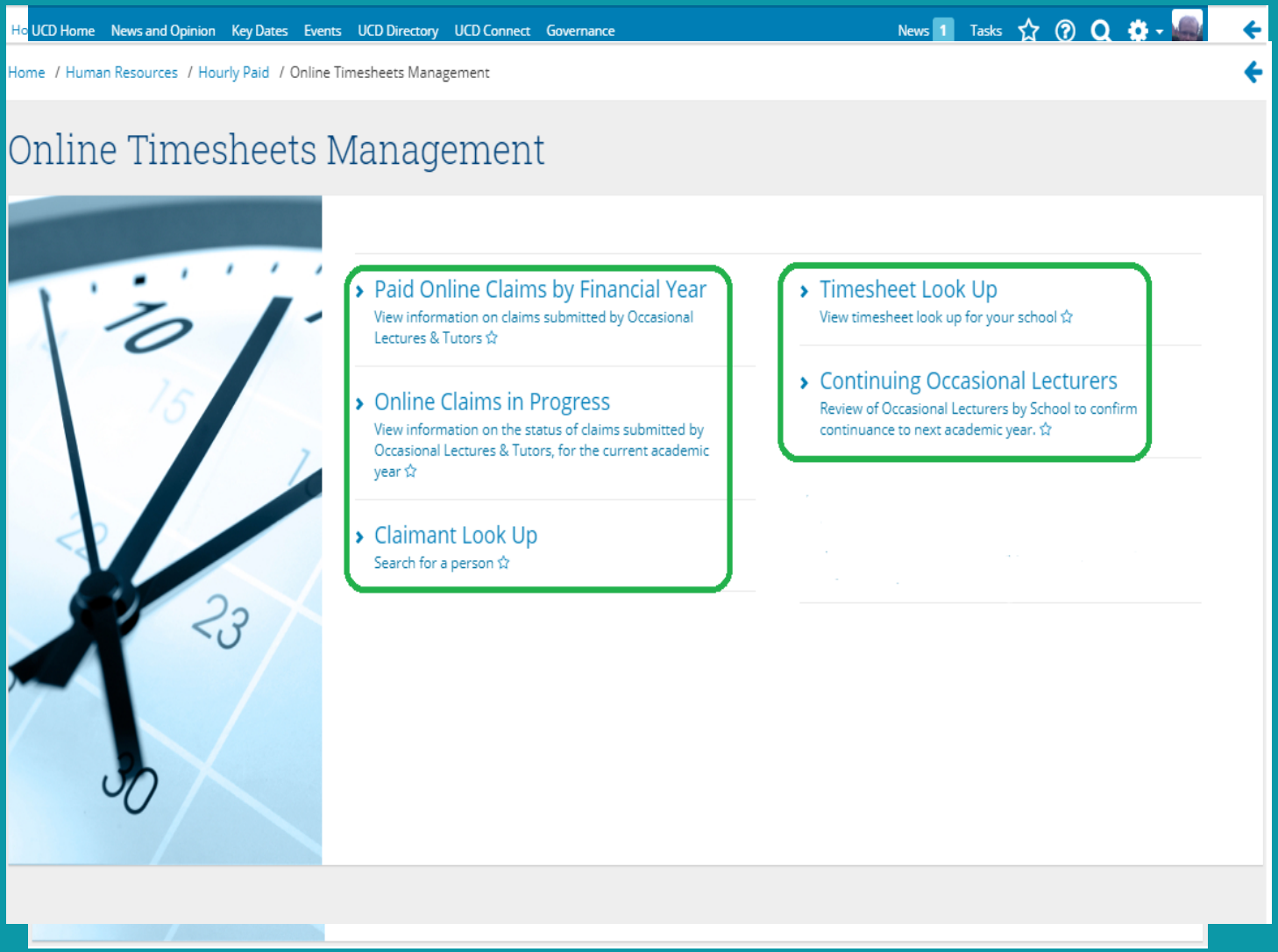
Why do they have access?

- Involved in Hourly Set-up & authorisation
- Monitor Timesheets in progress
- Identify hourly individuals per school
- Ensure compliance with legislation

Scope of Access
Reports are limited by access group.
Reports pull data specific to school/unit.

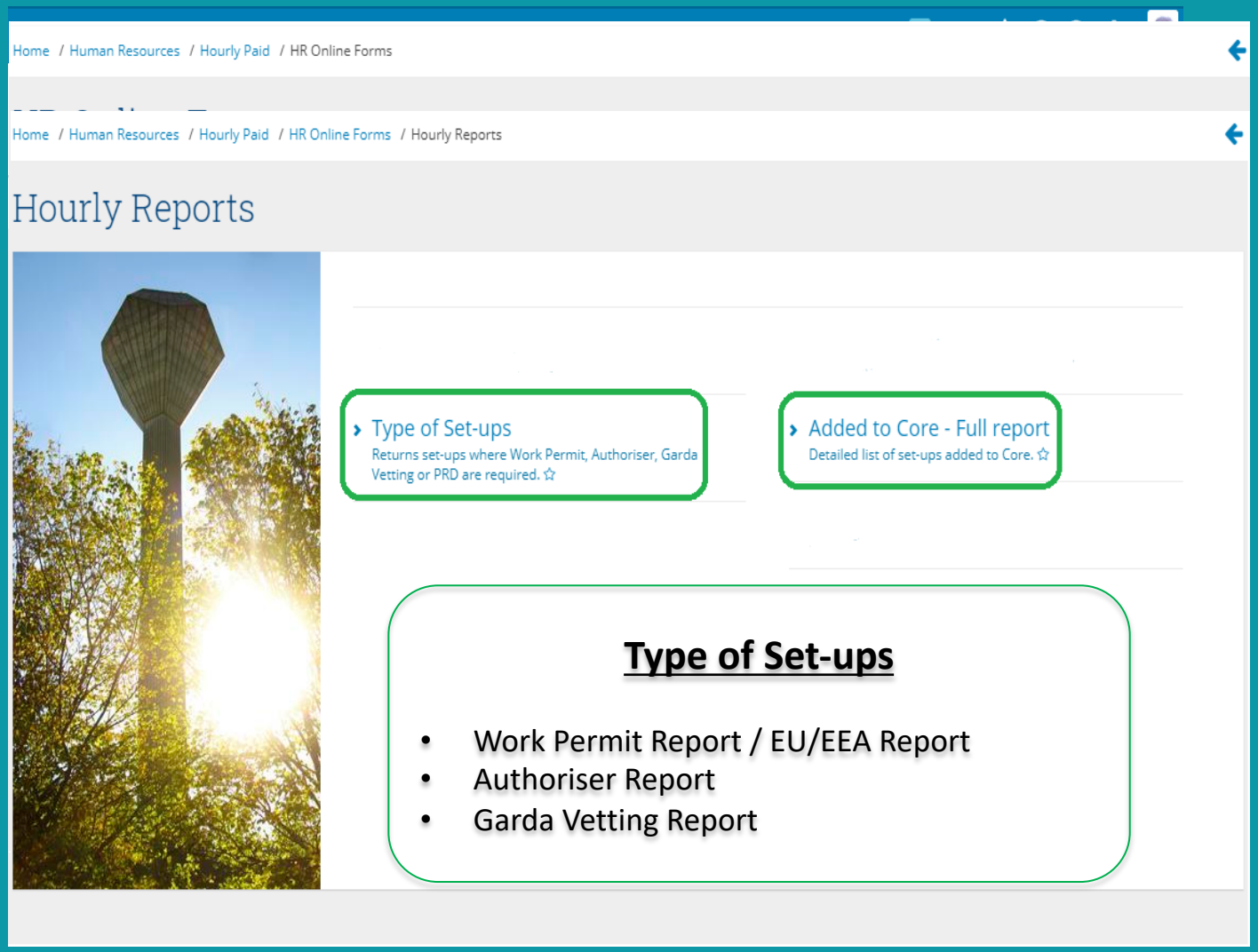
Operations Group

Hourly Paid Reports (Timesheets)



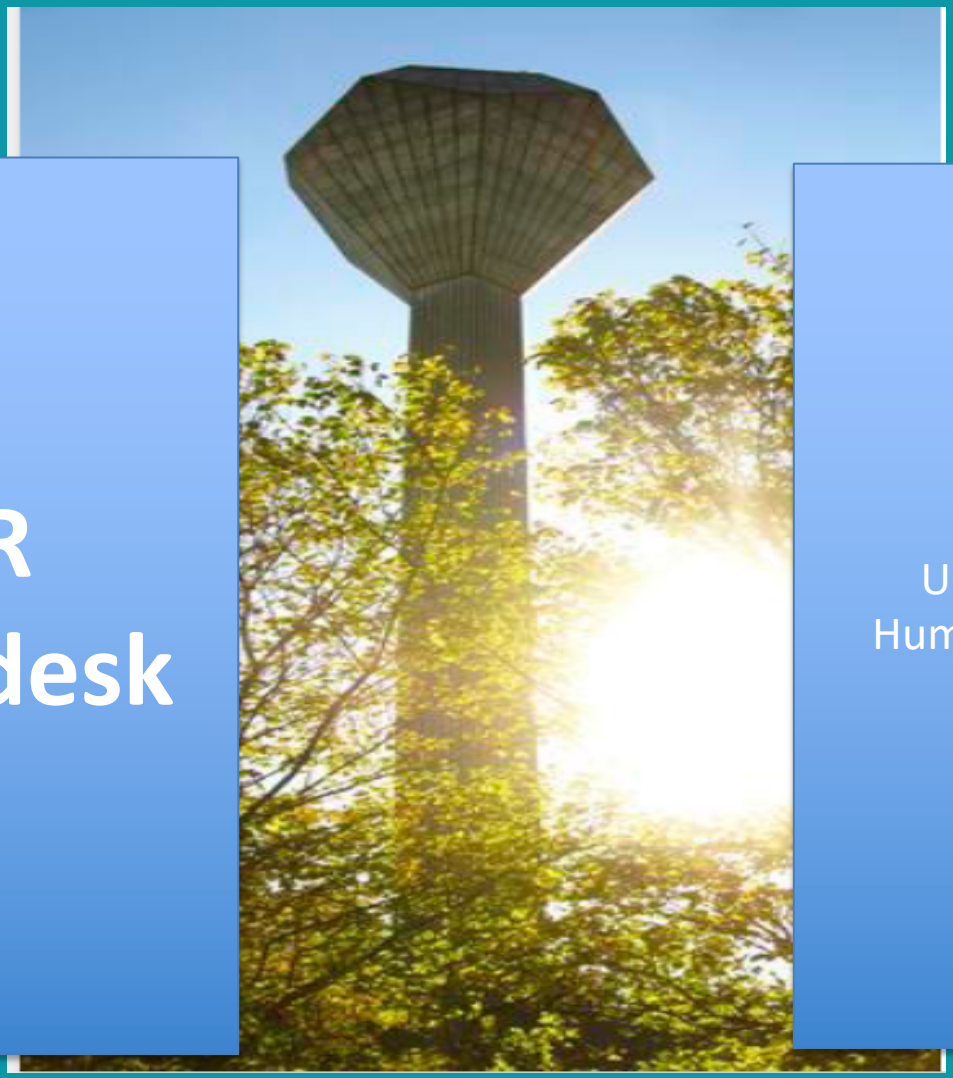
Operations Group

Hourly Paid Reports (Set-up)



Operations Group

HR Helpdesk



UCD InfoHub
Human Resources

Operations Group

HR Helpdesk: KPI Dashboard

Who has access?

- College Principals
- Head of School
- Head of Support Unit
- Senior Admin

Why do they have access?

View Key Metrics around Activity Levels and Query categories

Quantifies interactions with HR Helpdesk within Service Level Agreements

Operations Group

HR Helpdesk: KPI Dashboard

Operations Group

HR Helpdesk: KPI Dashboard

HR Helpdesk - KPI Dashboard

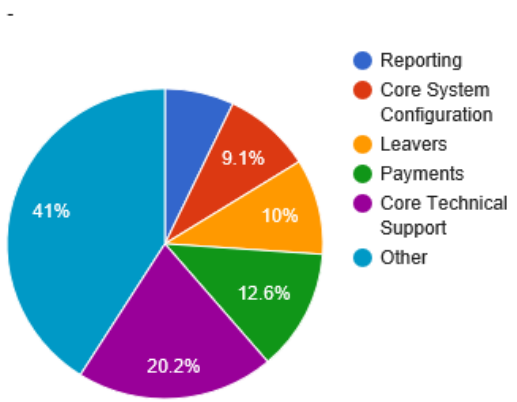
Select View:

Tickets for Last 12 months by Category

Category	# Tickets	% of All Tickets
Core Technical Support	541	20.25
Payments	338	12.65
Leavers	266	
Core System Configuration	242	
Reporting	189	
Website	163	6.10
IT support	149	5.58
Document Management	115	4.30
Personal Information	96	3.59
InfoHub / Reporting Access Support	80	2.99

Click on Ticket number to display breakdown of tickets p/m for each category

Top 5 Categories of Tickets in last 12 Months

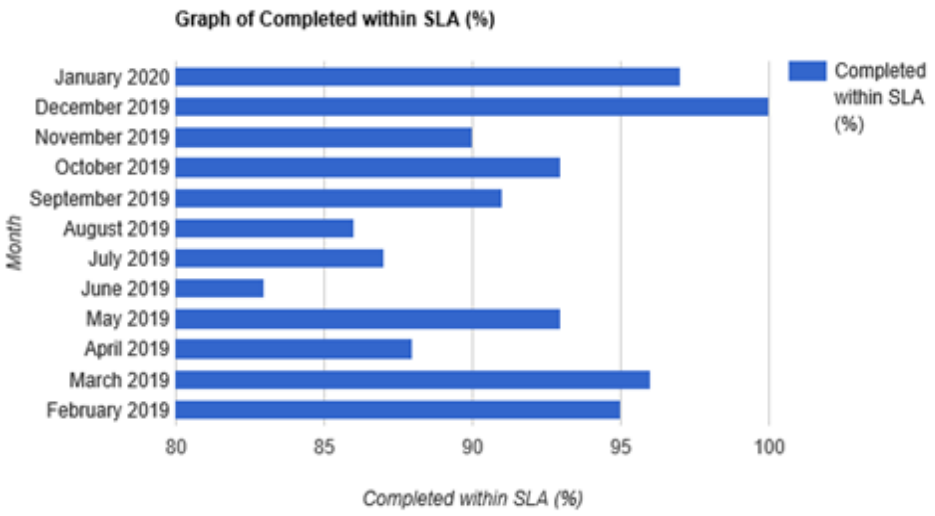


Operations Group

HR Helpdesk: KPI Dashboard

Core Technical Support Activity/SLA by Month

Activity by Month



Month	#Tickets	Average Per Day	Completed within SLA (%)
January 2020	39	1.26	97
December 2019	22	.71	100
November 2019	42	1.40	90

Operations Group

My HR Support Tickets

Who has access?

- All Employees

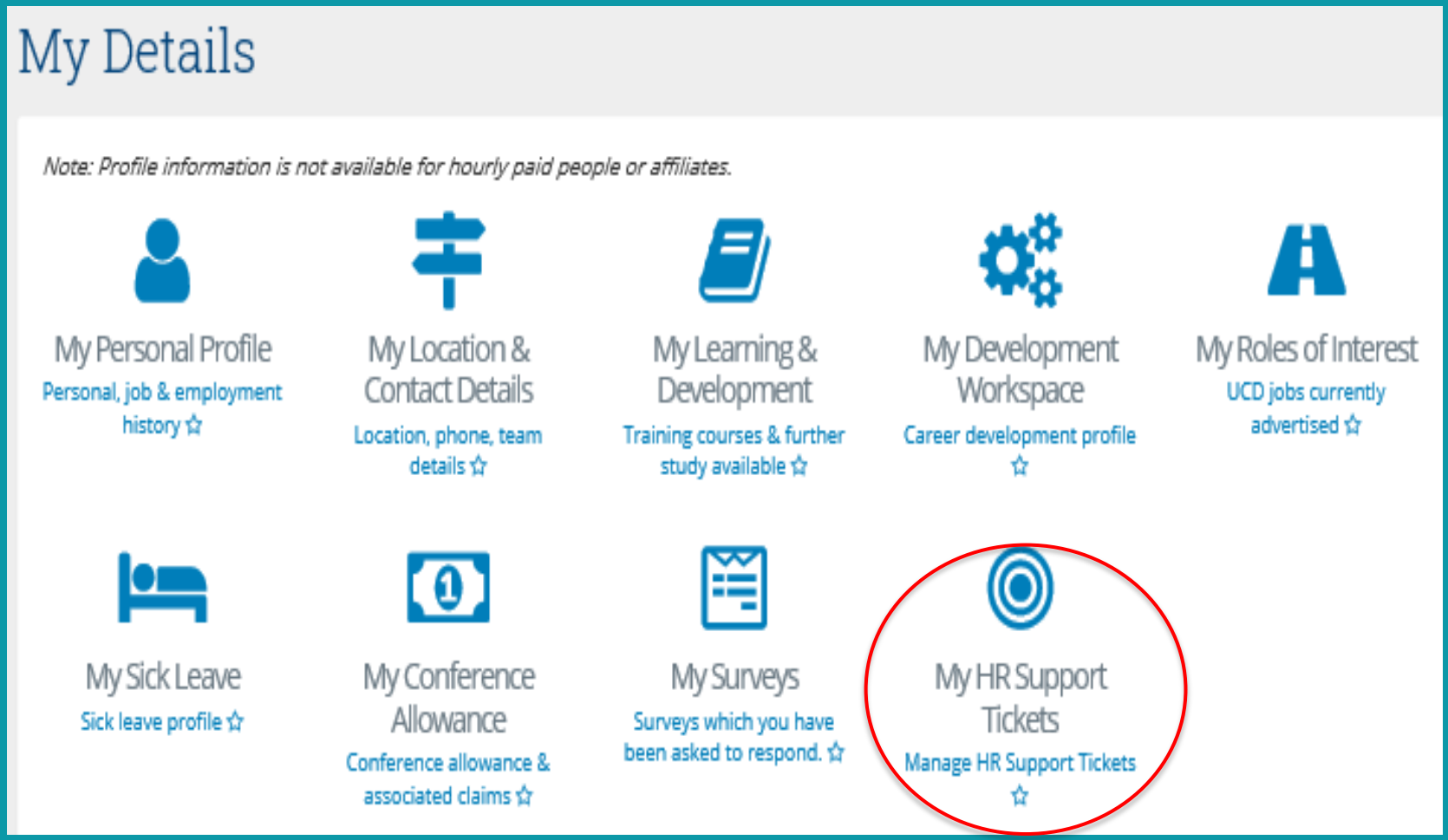
Why do they have access?

View of all Emails sent to hrhelpdesk@ucd.ie

Track the status of Open tickets & visibility of all Closed tickets

Operations Group

My HR Support Tickets



Operations Group

My HR Support Tickets

My Open Tickets

#	Team	Subject / Title	Category	SLA Start	SLA Deadline
329609	HR Helpdesk	Insight Reports	InfoHub / Reporting Access Support Other InfoHub/Reporting Access Requests	Today 12:21	03 Mar 2020 12:21

My Recent Closed Tickets

#	Team	Subject / Title	Category	Closed
324186	HRIS Team	FW: Titles of annual leave circulars on the intranet	Website Website policy update	12 Feb 2020 12:51
319882	HR Helpdesk	RE: Hourly Set Up Guides	Website Website content update	21 Jan 2020 15:49
321025	HR Helpdesk	FW: Access to Uview	Redirected Ticket Outside HR Redirect	20 Jan 2020 14:09
320636	HR Helpdesk	HRIS - Promotion data request	Core System Configuration Hierarchy Data	17 Jan 2020 16:57

Operations Group

Resourcing

Resourcing

InfoHub – Human Resources – Resourcing

Operations Group

Resourcing

Who has access?

- Hiring Managers
- Heads of School or Unit
- Finance Managers
- College Principals
- Administrators (School Managers, College PA's, Research Administrators)

Why do they have access?

- To approval of forms
- View hiring forms in progress
- View summary of historical data
- Review Recruitment KPI's

Operations Group

Hiring & Employee Changes

UCD InfoHub
My services & information portal

Students | Research | Human Resources | Finance | Campus | Systems

Home / Human Resources / Resourcing

Resourcing

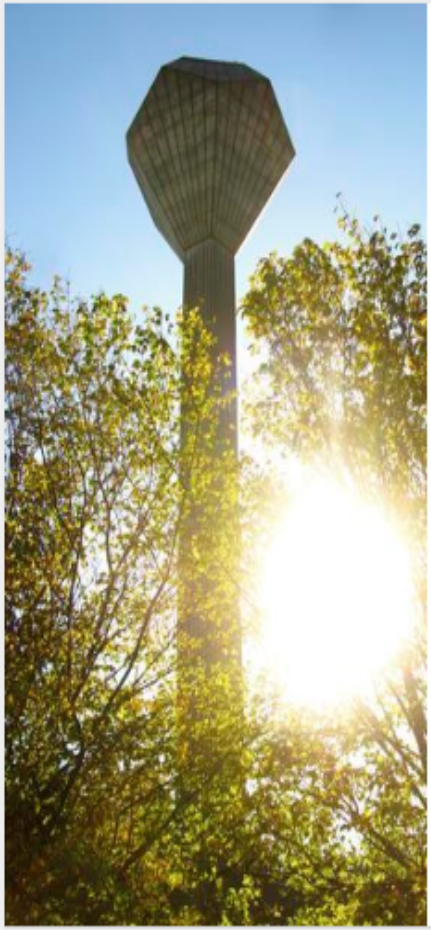
- **My Approvals**
  Approvals requiring my attention ☆
- **Hiring Dashboard by University**
  View hiring forms in progress, approved and a summary of historical data ☆
- **Hiring & Employee Changes (Core & Externally Funded)**
  Fill a Role, Extend an Employee's Contract, Change Employment Details or Manage Appointment Exception ☆
- **Hiring & Employee Changes (Research Funded)**
  Advertise a Role, Extend an Employee's Contract, Direct Hire or Change Employment Details ☆
- **Reports**
  Recruitment KPIs ☆
- **New Staff Orientation Page**
  Page available to all new staff highlighting key information to help them in the first few months in UCD ☆

For help with items on this menu, please email HRhelpdesk@ucd.ie

Operations Group

Hiring & Employee changes

Hiring & Employee Changes (Research Funded)

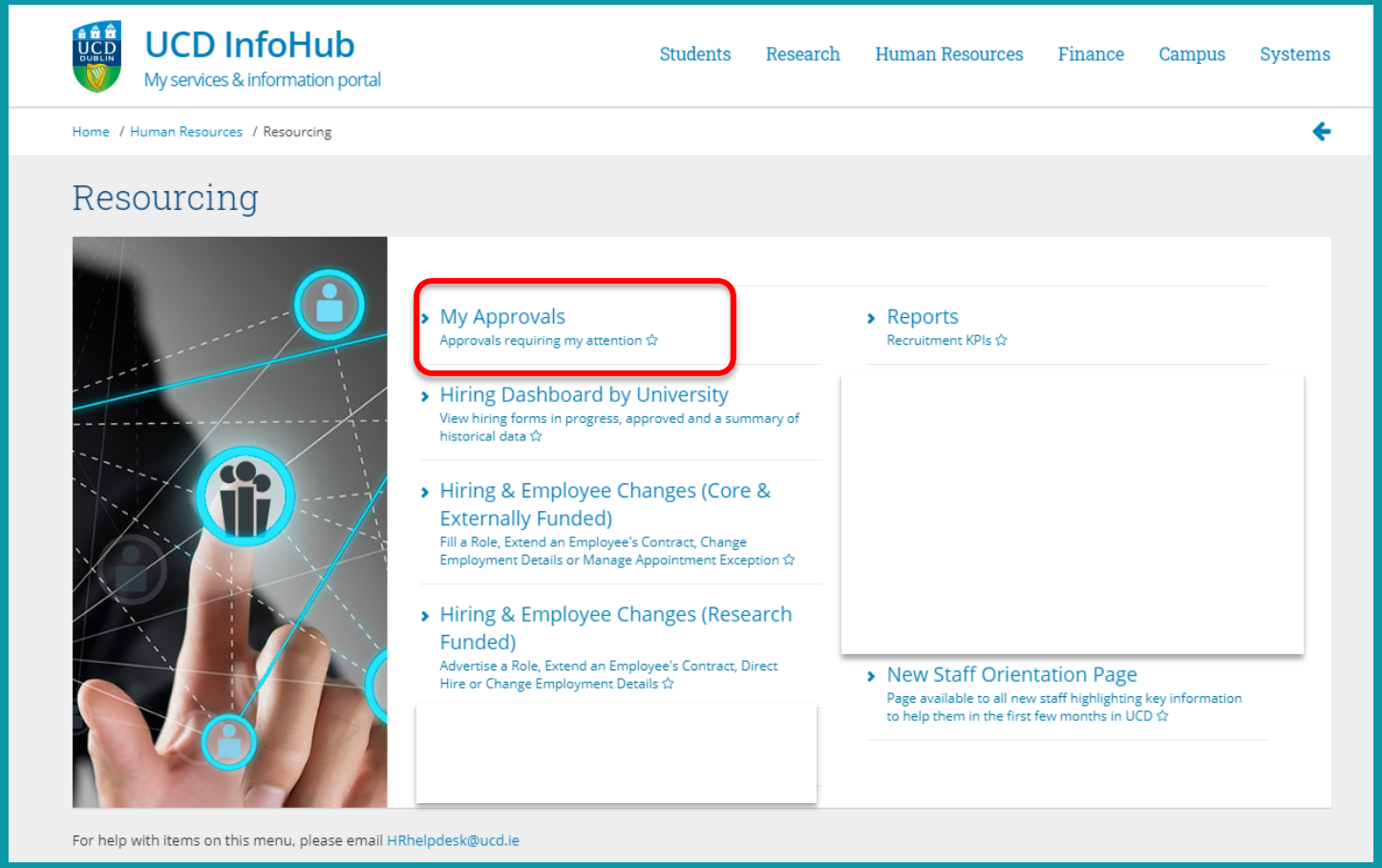


If you have any questions in relation to the Online Hiring Forms process please refer to the FAQs or contact the Resourcing Consultant for your particular School/Unit.

- **Advertise a Role**
  Advertise a new or existing role including replacement, maternity leave ☆
- **Extend a Contract**
  Extend an Employee's contract for their current role ☆
- **Direct Hire**
  Own award or non- Research Careers Framework non-scale post (usually less than 12 months duration) ☆
- **Change Employment Details**
  Change working hours, grant code change or salary change ☆

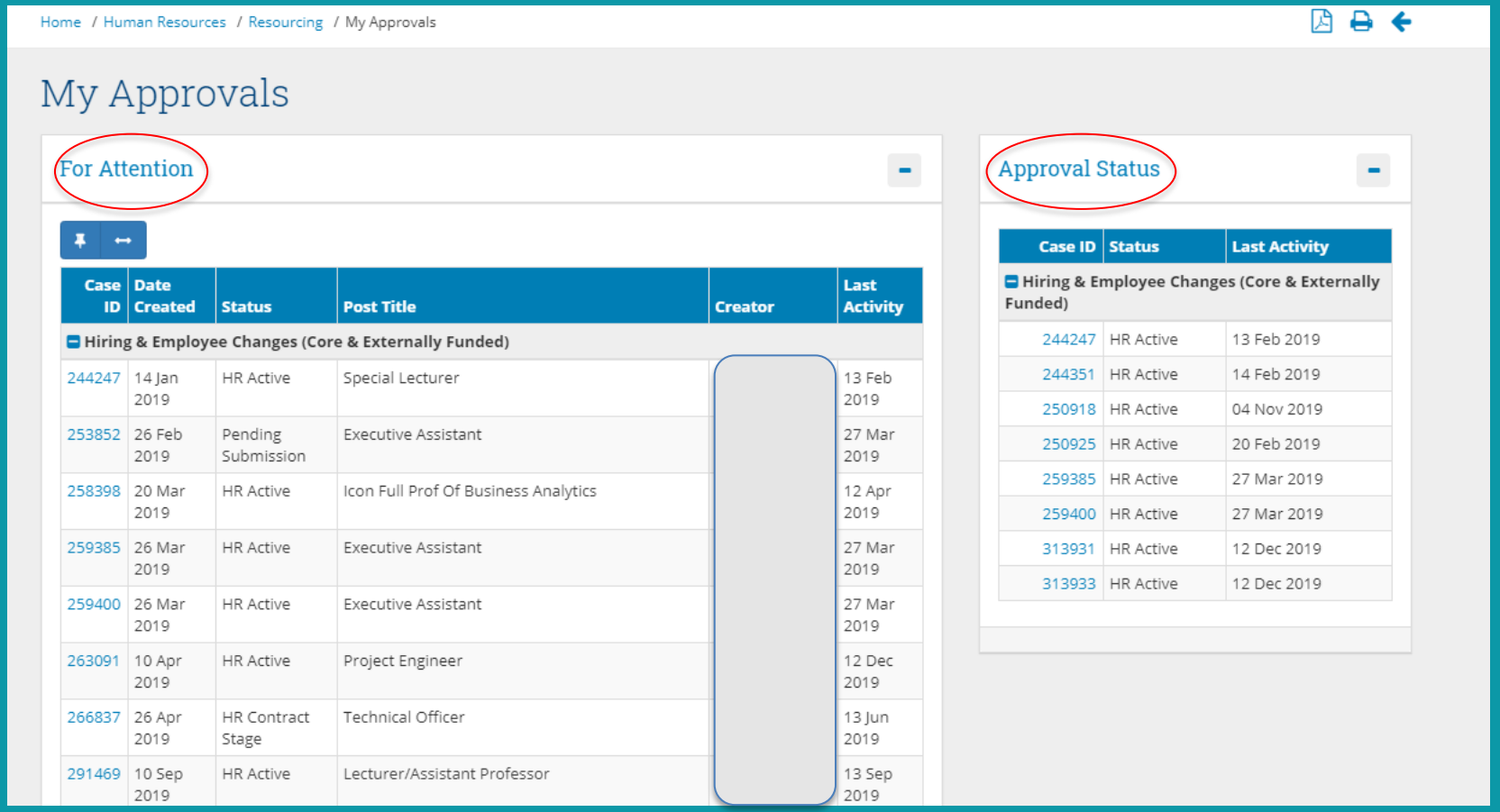
Operations Group

My Approvals



Operations Group

My Approvals



Home / Human Resources / Resourcing / My Approvals

My Approvals

For Attention

Case ID	Date Created	Status	Post Title	Creator	Last Activity
Hiring & Employee Changes (Core & Externally Funded)					
244247	14 Jan 2019	HR Active	Special Lecturer		13 Feb 2019
253852	26 Feb 2019	Pending Submission	Executive Assistant		27 Mar 2019
258398	20 Mar 2019	HR Active	Icon Full Prof Of Business Analytics		12 Apr 2019
259385	26 Mar 2019	HR Active	Executive Assistant		27 Mar 2019
259400	26 Mar 2019	HR Active	Executive Assistant		27 Mar 2019
263091	10 Apr 2019	HR Active	Project Engineer		12 Dec 2019
266837	26 Apr 2019	HR Contract Stage	Technical Officer		13 Jun 2019
291469	10 Sep 2019	HR Active	Lecturer/Assistant Professor		13 Sep 2019

Approval Status

Case ID	Status	Last Activity
Hiring & Employee Changes (Core & Externally Funded)		
244247	HR Active	13 Feb 2019
244351	HR Active	14 Feb 2019
250918	HR Active	04 Nov 2019
250925	HR Active	20 Feb 2019
259385	HR Active	27 Mar 2019
259400	HR Active	27 Mar 2019
313931	HR Active	12 Dec 2019
313933	HR Active	12 Dec 2019

Operations Group

Resourcing Reports & KPI's

UCD InfoHub
My services & information portal

Students Research Human Resources Finance Campus Systems

Home / Human Resources / Resourcing

Resourcing

- **My Approvals**
  Approvals requiring my attention ☆
- **Hiring Dashboard by University**
  View hiring forms in progress, approved and a summary of historical data ☆
- **Hiring & Employee Changes (Core & Externally Funded)**
  Fill a Role, Extend an Employee's Contract, Change Employment Details or Manage Appointment Exception ☆
- **Hiring & Employee Changes (Research Funded)**
  Advertise a Role, Extend an Employee's Contract, Direct Hire or Change Employment Details ☆

- **Reports**
  Recruitment KPIs ☆
- **New Staff Orientation Page**
  Page available to all new staff highlighting key information to help them in the first few months in UCD ☆

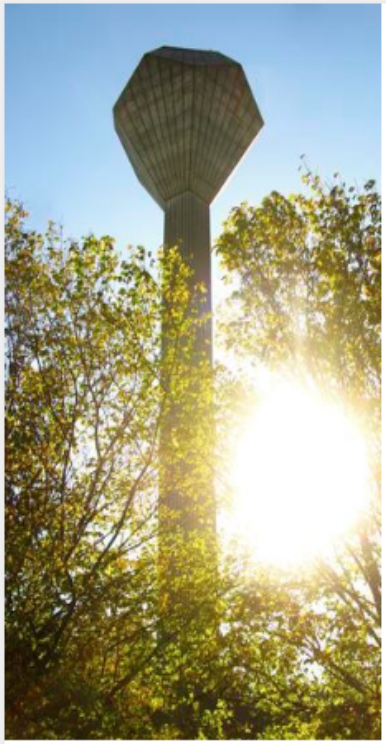
For help with items on this menu, please email HRhelpdesk@ucd.ie

Operations Group

Resourcing Reports & KPI's

Home / Human Resources / Resourcing / Reports

Reports



- **Active Competitions by College/Management Unit**
  View active competitions by College or Management Unit and drill to the associated events. ☆
- **Active Competitions by School/Unit**
  View active competitions by School or Unit and drill to the associated events. ☆
- **Active Competitions - Data Extract**
  Temporary data extract for use by HR for checking/testing active competitions data. ☆
- **KPIS by College/Management Unit - Non Research**
  View recruitment KPIs by College or Management Unit - excludes research competitions. ☆
- **KPIS by College/Management Unit - Research**
  View recruitment KPIs by College or Management Unit - research competitions only. ☆
- **KPIS by School/Unit - Non Research**
  View recruitment KPIs by School or Unit - excludes research competitions ☆
- **KPIS by School/Unit - Research**
  View recruitment KPIs by School or Unit - research competitions only. ☆

For help with items on this menu, please email HRhelpdesk@ucd.ie

Operations Group

Hiring Dashboard

UCD InfoHub
My services & information portal

Students Research Human Resources Finance Campus Systems

Home / Human Resources / Resourcing

Resourcing

My Approvals
Approvals requiring my attention ☆

Hiring Dashboard by University
View hiring forms in progress, approved and a summary of historical data ☆

Hiring & Employee Changes (Core & Externally Funded)
Fill a Role, Extend an Employee's Contract, Change Employment Details or Manage Appointment Exception ☆

Hiring & Employee Changes (Research Funded)
Advertise a Role, Extend an Employee's Contract, Direct Hire or Change Employment Details ☆

Reports
Recruitment KPIs ☆

New Staff Orientation Page
Page available to all new staff highlighting key information to help them in the first few months in UCD ☆

For help with items on this menu, please email HRhelpdesk@ucd.ie

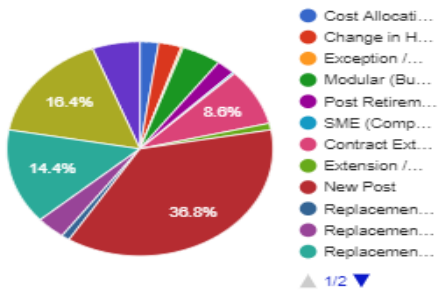
Hiring Dashboard

Operations Group

Hiring Forms In Progress by Type

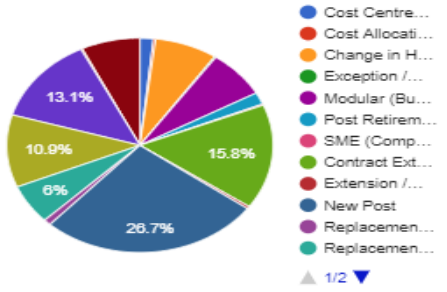
Description	# In Progress	
	Core & Externally Funded	Research Funded
Advertise a Role		
New Post	146	421
Replacement - Maternity Cover	14	5
Replacement - Resignation	65	32
Replacement - Secondment		1
Replacement - Secondment	23	
Replacement - Other	57	10
Replacement - Career Break	4	
Extension		
Contract Extension		157
Contract Other		3
Contract Extension	34	
Extension / Other	4	
Exceptions/Direct		
New Post		132
Own Award		59
Replacement - Resignation		12
Replacement - Other		18
Replacement - Secondment		1
Modular (Business only)	19	
Exception / Other	1	
SME (Computer Science only)	1	
Post Retirement Contract	9	
Changes		
Cost Allocation Change	9	
Change in Hours	11	
Change in Hours		9
Change of Salary		33
Change of Grant Code		41
Total	397	934

Graph of Hiring Forms In Progress by Type



14 rows took .04 seconds to run Export to Excel

Graph of Completed Hiring Forms by Type (Last 12 months



Operations Group

Exercise 1: What works well?

UCD DUBLIN

Operations Group

Operations Group

Exercise 2: Opportunities for Improvement

Operations Group

Exercise 3: Priorities of Improvement Opportunities

Thank You

Operations Group

E: operationsgroup@ucd.ie