ELECTRONIC STAFF RECORD

ESR-NHS0132 - National Special Interest Groups and ESR Solution Development

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Approvals:

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1 Document Control

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1.2 Reviewers

Name	Position
Lee Pacey	ESR Director of Development and Operations
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1.3 Distribution

Copy No.	Name	Location
1	Library Master	NHS Document Library
2	ESR Hub	My.esr.nhs.uk

2 Contents

3 Introduction

This document describes the processes for requesting changes to the ESR solution by users of the service.

The role of National Special Interest Groups (NSIGs) is also explained.

4 National Special Interest Groups

Membership

Each National Special Interest Group is comprised of agreed members – representing the regions of England plus Wales. The nomination of each member (and any nominated deputy) will be the responsibility of the regional special interest group, and must be done through an agreed democratic process as defined at regional level. It is however strongly recommended that an individual does not sit on multiple NSIGs.

Objectives

The NSIGs fulfil the following objectives:

- Share knowledge and experiences of ESR within the operational area.
- Provide cross region support to enable resolution of issues and/or problems.
- Feed back on issues and progress to the Regional Special Interest Groups.
- Provide guidance and current operational advice on system issues.
- Provide a forum, among others, for the NHS Central Team to determine the views of users on a particular subject area.
- Consider joint sessions where multiple groups meet to discuss issues – to reflect the overall holistic nature of ESR.

Meetings

Meetings will be held periodically via Microsoft Teams when there are agenda items requested by membership or where the NHS ESR Central Team has information to share with the groups.

Linked Projects and Initiatives

Once a linked project or initiative transitions into normal business, there will be a requirement for one of the National Special Interest Groups to take responsibility for the related area of functionality. Regional Special Interest Groups should ensure that their membership is extended to include representatives for the new area of functionality.

5 ESR Solution Development

It is essential that any process that identifies and promotes change to the ESR system is clear, transparent, and fully auditable in terms of justification of budgetary spend and value for money. It also needs to be able to react to perceived user needs in a timely and efficient manner. The following principles should therefore be followed:

- Any authorised user of the ESR Service Desk solution will be able to raise a suggestion for system enhancement at any time.
- When a call raised by an authorised user is classified as an enhancement (following NHS ESR Central Team triage and assessment against existing requirements, national policy etc), the user will be asked if they wish to progress by the NHS ESR Development Team. If they do they will be asked to work with the NHS ESR Development Team to agree a comprehensive definition of the requirement and provide a separate justification of the business need, benefits case, etc.
- The user who has raised the request can normally expect an initial acknowledgement of their enhancement request within 5 working days of the request being received by the NHS ESR Development Team.
- Once the full requirement and business case documents are available, the request will be taken forward for impact assessment and the process this will follow is shown in the flow chart at Appendix 1.
- The user who raised the initial SR will be kept informed of any decisions regarding the change requests through their SR.
- Changes which are allocated into releases will be communicated to the service through the ESR Development Schedule which will be published on a quarterly basis.

Note. Processes for requesting national competency values or national supplementary role values are covered later in this document.

6 Completing the business justification form

The business case justification form must be completed fully in order to provide a strong case for change.

The form can be found at Appendix 2, and a Word template is available on the ESR Hub.

Users writing business cases in support of enhancement SRs can seek the support of their regional special interest groups and/or the NHS ESR Functional Account Manager for their region.

7 Development Schedule

A Development Schedule of forthcoming changes included in releases will be published and circulated on a quarterly basis. This will include details of any business justifications raised in the previous six months and the decision/outcome of each request.

8 Supplementary role requests

A supplementary role is attached to an employee's record to indicate a role that they undertake in addition to their normal duties.

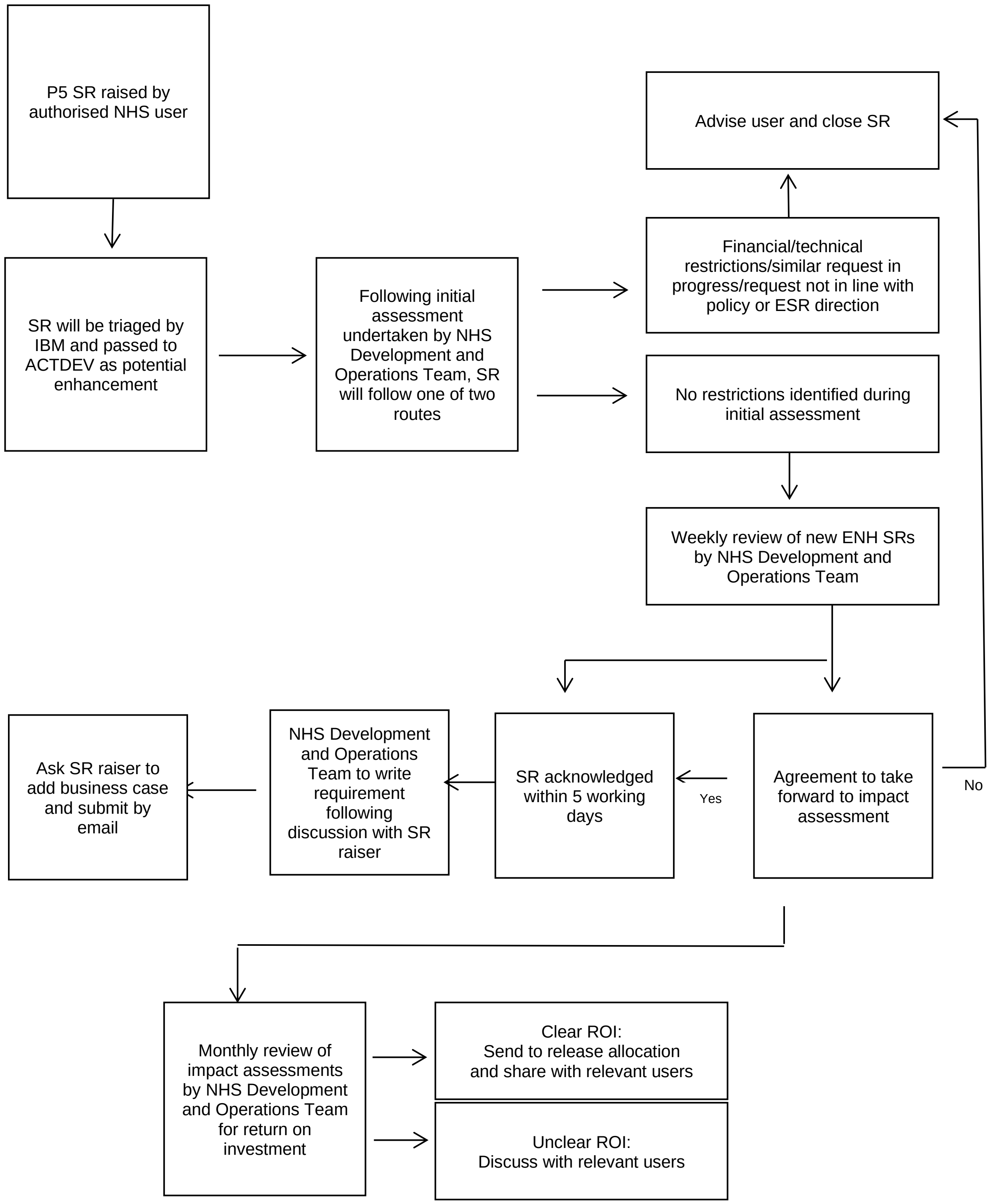
Requests for new supplementary roles can be made using the form at appendix 3. Requests must have a clear justification and benefits statement as described on the form. Without this the request is unlikely to progress.

Supplementary roles can be requested for employee input, manager input, or professional user input. Prior to submitting the form, the appropriate level should be highlighted. (Please note that roles which are eligible for employee input are those which are linked to the wellbeing agenda.)

9 National competence requests

Requests to add to the NHS MAND competence list of values can be made using the form at appendix 4. Requests must have a clear justification and be linked to national learning or initiative. Without this the request will not progress.

10 Appendix 1 – Development Request Process Flow



11 Appendix 2 – Business Case Justification Form

Business justification
form - benefits case.d

12 Appendix 3 – Supplementary role request

Request for new
supplementary role

13 Appendix 4 – National competency request

Request for new
national competenc