

Workflow - Monitoring Transactions

December 2018
It's your ESR



Introduction

There are several ways of monitoring ESR Self Service Transactions.

Transaction Monitor

The Transaction Monitor allows users to view and track details of self-service transactions that have a status of 'Pending Approval', 'Complete' and 'Error'. For self-service transactions that are 'Pending Approval' or 'Complete' the transaction monitor can be used to view the approval history, comments, and attachments for the transactions.

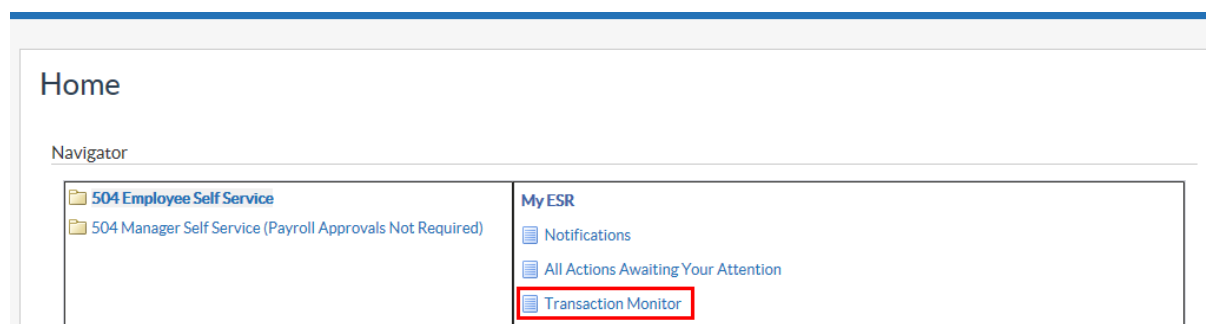
The Transaction Monitor functionality is available in all of the Self Service URPs and:

- HR Administration
- HR Administration (With RA)
- Payroll Super Administration
- Payroll Administration

Employees can view all transactions that they initiate.

Managers can view only those transactions initiated by them on any user within their hierarchy.


HR/Payroll users can view all transactions initiated by users within their VPD.





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
Transaction Monitor


Function Name 

Transaction Initiator 

Transaction Created For 

From Date 

To Date 

* Transaction Status Pending Approval 

Employee Transactions are prefixed with NHS Employee, and Manager Transactions are Pre fixed with NHS Manager

Examples of Employee and Manager functions are shown below:

Employee:











Search and Select: Function Name

Search

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By

Results

	Quick Select	Function Name
<input type="radio"/>		NHS Employee Training
<input type="radio"/>		NHS Employee Qualifications
<input type="radio"/>		NHS Employee EIT
<input type="radio"/>		NHS Employee Prof Reg EIT
<input type="radio"/>		NHS Employee Competencies
<input type="radio"/>		NHS Employee Appraisals
<input type="radio"/>		NHS Employee: My Appraisals Page
<input type="radio"/>		NHS Employee Leave of Absence
<input type="radio"/>		NHS Employee Rel Sex EIT
<input type="radio"/>		NHS Employee Absence Management

Rows 1 to 30

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Manager:

Search and Select: Function Name Cancel Select

Search

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By: Function Name | Go

Results

Quick Select		Function Name
<input type="radio"/>		NHS Manager Assignment
<input type="radio"/>		NHS Manager Call Assignment
<input type="radio"/>		NHS Manager Leave of Absence
<input type="radio"/>		NHS Manager Call Leave of Absence
<input type="radio"/>		NHS Manager Termination
<input type="radio"/>		NHS Manager Call Termination
<input type="radio"/>		NHS Manager Property SIT
<input type="radio"/>		NHS Manager Call Property SIT
<input type="radio"/>		NHS Manager Standard Appraisal
<input type="radio"/>		NHS Manager Call View Assignment

Rows 1 to 30

The Transaction Monitor displays transactions which have been created on or after 15th December 2013 (the date the functionality was deployed). Completed transactions are available for 45 days, with the exception of absence and competence transactions which are available back to 15th December 2013.

Workflow Administrator

The Workflow Administrator can see all workflows which have been initiated from within their Organisation within the last 60 days. They have the ability to reassign workflow notifications individually, changing the intended approvals for a workflow. This functionality is particularly useful if an approver takes unplanned leave.

Status	Status	Activity	Parent Activity	Notification	Performer	Started	Completed	Activity Result	Reassign	Suspend / Resume
<input type="radio"/>		Notified	XX NHS Notify Approver	NHS Approver Notification	Open	SSHR Payroll Approvals 1057	31-Oct-2018 14:59:27			
<input type="radio"/>		Complete	Creator has modified other person's information V4.0	NHS Approvers Notification Process	Open	Leese15, Vivian	31-Oct-2018 14:59:27	31-Oct-2018 14:59:27		

The URP is not intended for general allocation and is intended for use by a system administrator. To ensure that it is appropriately used, it has been agreed that the maximum number of users with access to the URP should be 7 per organisation.

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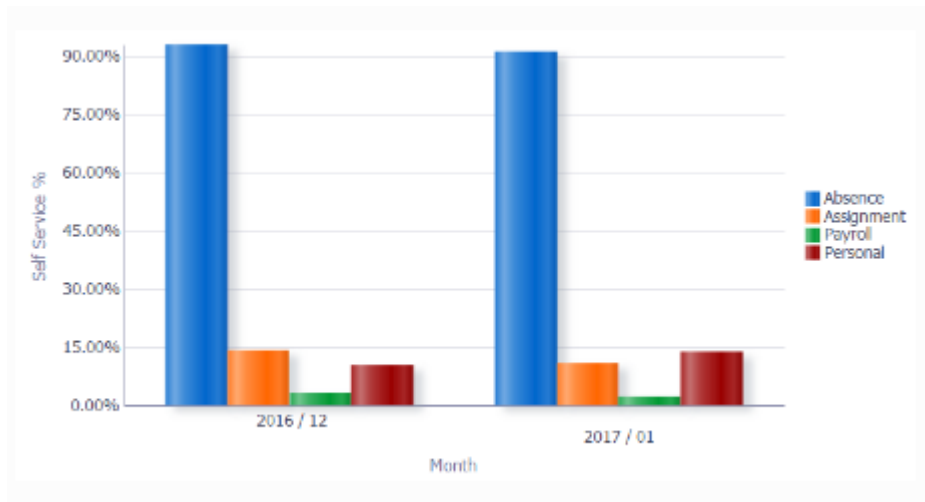
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The Transaction Monitor can be used to find the location of the workflow notifications within ESR.

Change Event Dashboard

The Change Event Log dashboard enables users to audit changes made in ESR. The dashboard returns the values changed along with who made the change and on which date.

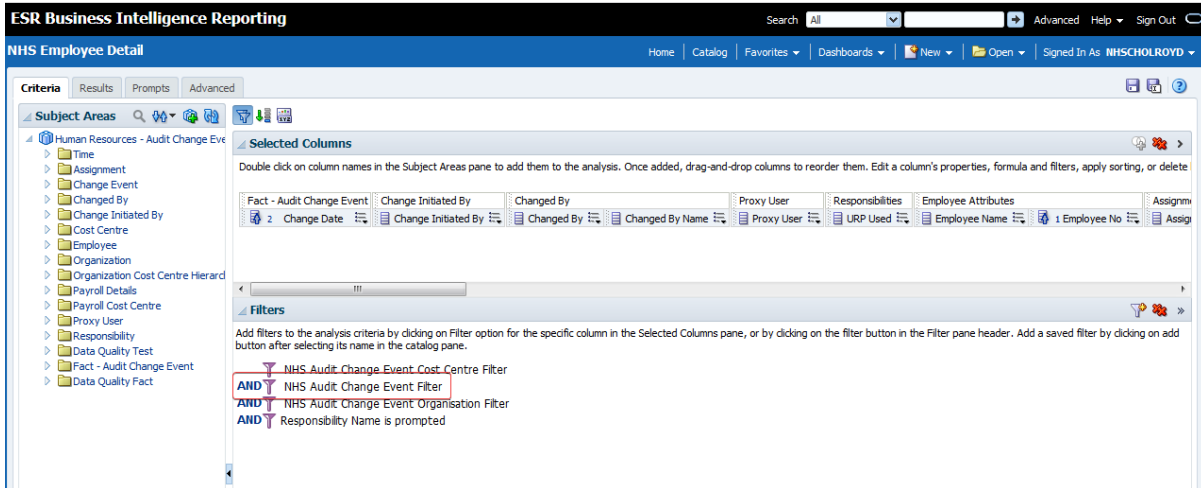
The Self-Service Analysis tab of the Change Event Log Dashboard available in ESR BI returns change events for changes made in both Self Service and non-Self Service forms. This can then be used to analyse the changes that potentially could have been made using Self Service rather than being entered centrally using professional forms.



Security is applied to this dashboard so that only users with the relevant URPs may access relevant events. Users who wish to make their own version of the dashboard should ensure that similar security is applied. To do this you can apply URP Security filters which can be copied from the National Report.

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The screenshot displays the 'Criteria' tab of the 'NHS Employee Detail' dashboard. The 'Subject Areas' pane on the left lists various categories like 'Time', 'Assignment', 'Change Event', 'Changed By', 'Change Initiated By', 'Cost Centre', 'Employee', 'Organization', 'Organization Cost Centre Hierarchy', 'Payroll Details', 'Payroll Cost Centre', 'Proxy User', 'Responsibility', 'Data Quality Test', 'Fact - Audit Change Event', and 'Data Quality Fact'. The 'Selected Columns' pane in the center shows a list of columns including 'Fact - Audit Change Event', 'Change Initiated By', 'Changed By', 'Changed By Name', 'Proxy User', 'Responsibilities', 'Employee Attributes', and 'Assignment'. The 'Filters' pane at the bottom contains a list of filters: 'NHS Audit Change Event Cost Centre Filter', 'NHS Audit Change Event Filter', 'NHS Audit Change Event Organisation Filter', and 'Responsibility Name is prompted'. The 'NHS Audit Change Event Filter' is highlighted with a red box.

This tab of the dashboard is only available to users with the following responsibilities:

- Business Intelligence Administration
- HR Administration
- HR Management
- Payroll Administration
- Payroll Audit
- Payroll Super Administration



Self Service Comments

Comments entered as part of the initial submission of a transaction or later as part of the approval process can be reported on.

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Basic Details

	Current	Proposed
Effective Date	01-Jun-2006	02-Nov-2018 
Title	Mrs.	Mrs.
Full Name	Sandwell, Mrs. Paula	Smith, Mrs. Paula 
First Name	Paula	Paula
Last Name	Sandwell	Smith 
Employee Number	20095014	20095014
NI Number	JC123470A	JC123470A
Date of Birth	01-Jan-1974	01-Jan-1974
Date of Birth Verified	01-Jun-2006	01-Jun-2006
CSD 3 Months	01-Jun-2006	01-Jun-2006
CSD 12 Months	01-Jun-2006	01-Jun-2006
NHS Entry Date	01-Jun-2006	01-Jun-2006
NHS OSP Scheme	NHS OSP SCHEME	NHS OSP SCHEME
Nationality	British	British
Gender	Female	Female

Action History

Num	Action Date	Action	From	To	Details
1	02-Nov-2018 16:40:29	Submit	Sandwell, Paula	Leese, Vivian	Could you please approve my change of name.

Basic Details

	Current	Proposed
Effective Date	01-Jun-2006	02-Nov-2018 
Title	Mrs.	Mrs.
Full Name	Sandwell, Mrs. Paula	Smith, Mrs. Paula 
First Name	Paula	Paula
Last Name	Sandwell	Smith 
Employee Number	20095014	20095014
NI Number	JC123470A	JC123470A
Date of Birth	01-Jan-1974	01-Jan-1974
Date of Birth Verified	01-Jun-2006	01-Jun-2006
CSD 3 Months	01-Jun-2006	01-Jun-2006
CSD 12 Months	01-Jun-2006	01-Jun-2006
NHS Entry Date	01-Jun-2006	01-Jun-2006
NHS OSP Scheme	NHS OSP SCHEME	NHS OSP SCHEME
Nationality	British	British
Gender	Female	Female

Action History

Num	Action Date	Action	From	To	Details
1	02-Nov-2018 16:40:29	Submit	Sandwell, Paula	Leese, Vivian	Could you please approve my change of name.
2	02-Nov-2018 16:48:35	Request Information	Leese, Vivian	Sandwell, Paula	Could I please see your Marriage Certificate.

Comments will be stored as text and will allow for up to 4000 characters to be stored per comment.

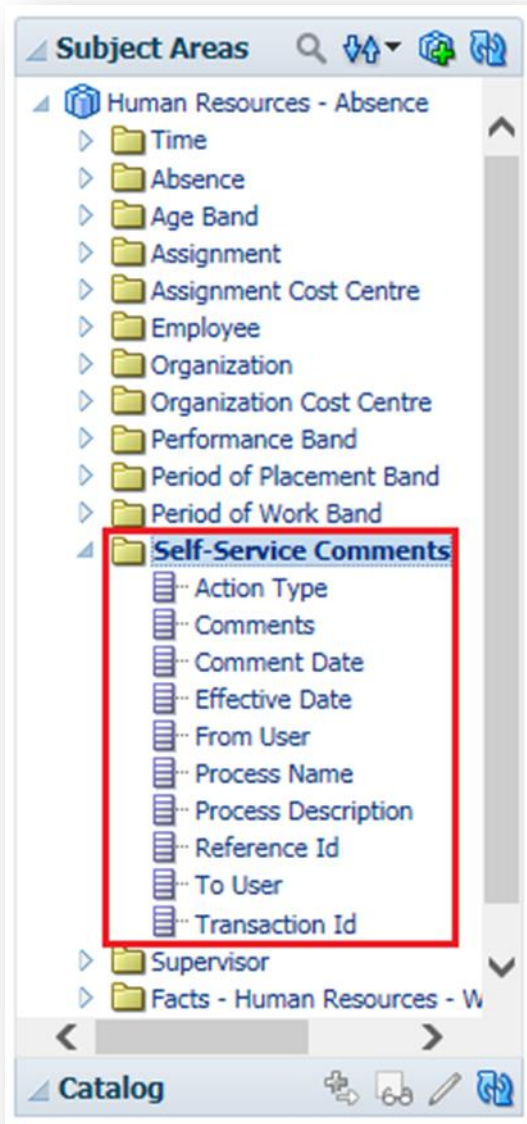
If a new absence transaction is rejected, comments for this transaction will not be stored and cannot be reported on as there is no record of the absence within ESR BI to which the comments can be linked.

If any other transaction is rejected the comments will be stored and transferred into ESR BI. The transaction Action Type will be 'Rejected' to make it clear in BI that these comments were for a rejected transaction.

If a comment has been stored against a transaction that is subsequently deleted, the associated comment will also be removed from BI e.g. where an absence gets deleted after the absence transaction has completed.

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Comments entered against any of the following transactions in Self Service can be reported on using ESR BI:

- Absence
- Assignments
- Hours

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- End Non-Primary Assignments
- Supervisor
- Location
- End Employment
- Manage Hire

Additional Comments are not available via the BI Change Event Log.