

# ESRBI Alerting Webinar (July 2023)

## Script

### Introduction (00:00 – 01:19)

Good afternoon everyone and welcome to this webinar covering the Alerting functionality in ESRBI. My name is Charlotte Hampton and I am the Assistant Development Advisor for BI, and I will be delivering this webinar today. We are also joined by the ESRBI Development Advisor, Chris Holroyd, who will be monitoring the questions submitted during the session.

A bit of housekeeping before we begin; we are recording the session, with the hope to make it available on the ESR Hub.

We have allocated an hour for the session but the presentation itself should only take half an hour, and you will have time for further questions at the end. Any questions that you do have can be submitted via the Q&A panel and Chris will try to get back to you during the session.

Finally, this week we issued a fix for some of the Alerts. We had a number of reports that Alerts were not running, and users were receiving an error message saying that they were an 'invalid subscriber'. This has now been resolved, and the affected Alerts should now be delivering content.

### Content (01:20 – 2:16)

The content that we are going to go through today is split into a few sections. First, we are going to look at what an Alert is, and how we can expect to use them. We will then look at the two objects that make up an Alert: Analyses and Agents. We will go through these step by step and how they form an Alert.

We will then have a look at what is available in the Catalog, the National Alerts and how you can access those.

When we ran this session previously, we had a few users put forward ideas for National Alerts so we will also cover the enhancement process and how you can put forward your own ideas.

And then finally, we will have a brief overview of the guidance referenced throughout the webinar.

### What is an Alert? (2:17 – 03:50)

So, what is an Alert?

An Alert is the delivery of a short analysis which is restricted to 75 rows. And it is designed to identify where actions may need to be taken, or to monitor key workforce areas. For example, an Alert may be set up to notify managers when absence rates have exceeded a defined target.

The Alert can be subscribed to or recipients can be opted in to receiving the Alert on their behalf. And then the content can be delivered to the recipient's email address, to the BI Dashboard, or to both.

It is important to point out that the content delivered is based on the recipient's access. For example, managers will only receive Alerts pertaining to those within their supervisor hierarchy, rather than employees across the organisation.

Alerting isn't designed for scheduling, and the delivery of large reports. The Alert Analysis will just cut off at the 75<sup>th</sup> row. So, this is something you need to consider when designing your Analysis. If its scheduling that you're after, it is recommended that users use the Publisher functionality in ESRBI. And there is guidance for that on the ESR Hub.

## **Creating an Alert (03:51 – 17:47)**

If we move on to creating an Alert... As I mentioned, an Alert is comprised of two BI objects: an Analysis and an Agent, and both of these can be created from the 'new' drop down (menu) on the toolbar. We will look at these two objects individually, starting with the Analysis.

Analysis (04:18 onwards)

The Analysis provides the delivery content for the Alert, and it can also provide the condition which determines if the Agent will run. We will go through that later on.

This is an example of the analysis that is delivered as part of the Projected New Starter Alert.

What we will do now is move on to creating our own Alert, so we will start with the analysis.

In this scenario, we want to create an Alert that identifies every employee with an actual termination date within the next 7 days. I have created this using the Workforce Profile Subject Area. I have used a number of employee fields, supervisor fields, and the actual termination date. And then I have filtered using a dynamic date range, so [restricting to] those with an actual termination date between the current date and one week from the current date. If you're not familiar with dynamic date ranges, they are covered in the Quick Reference Guide, which is available on the ESR Hub.

And this is an example of what we should expect to see from the output of the Alert.

The main thing we want to consider when creating our analysis 'how many rows are going to be returned?'. So, every time this analysis runs, can I reasonably expect that that it will return 75 rows or less? In this scenario I think it is fair, for the most part, to assume that it will. There are times when it may exceed 75 rows. For example, with doctors on rotation or if there has been a data cleanse exercise of honorary or bank employees that have not worked. And in those scenarios you may wish to restrict your analysis further, so you could do that by Organisation, Staff Group, or you may wish to exclude certain assignment categories (for example: exclude bank or honorary).

We know in local analyses that users are restricting by directorate and that's how they are approaching the 75 row limit.

Agent (06:44 onwards)

If we move on to creating the second part of the Alert, the Agent... Once you have saved your analysis in the Catalog you can move on to creating the Agent. The Agent is how the analysis is delivered, who it gets delivered to, and this is split into 7 sections which we will go through individually.

We will start with the priority which is under the 'General' tab. By default it is set to normal, and this is how all the National Agents are set up. If you have multiple Alerts set to run at the same time, it will prioritise based on this. As a bit of best practice, if you have multiple Alerts at near enough the same time, space them out by 15 minutes so they are not all running at the same time.

Moving on to Scheduling and there are four different frequencies that we can set here, and we will go through each one individually.

When you are setting the Scheduling, you need to think back to your analysis and the date range that it covers. When we were creating our analysis, it looked over a period of a week and returned everyone with an actual termination date between today and one week from today. Thinking back to that, we have two scenarios: we could either have the employees returned once, in which case we schedule the Agent as weekly. Or scenario 2 where employees are returned until they no longer meet the criteria of the analysis so in this analysis that we created, that would be once they are terminated. In that case we would be running the Agent daily.

If we think about the National Alerts, we have two examples. We have the Annual Leave Entitlement Status Alert which alerts subscribers to assignments who have overtaken on their annual leave entitlement balance. That runs monthly, and the same assignments would be returned until action is taken.

Then we have the New and Updated Positions Alert, which identifies newly created positions or where there has been a change to the hiring status. That runs daily and is

based on changes made the day before so we would only ever expect those positions to be returned once. In that circumstance running it daily is more appropriate.

As a rule of thumb, if you are setting your analysis as at an effective date then it may be ok to run it daily, but if you are looking over a period, perhaps look at scheduling it weekly or monthly.

If we move on to the different frequencies... The first one is 'once' and the Agent will only ever run once and deliver the content once. You can set the start date and that will be when it is delivered.

The second option – daily. At this point you can now define an end date if required. You can also set it to deliver on alternate days. All the National Alerts are set up to run with no end date.

Weekly – at this point we still have got no end date [entered], you can set the start date as well, but you can now set to [deliver on] alternate weeks and which day you wish the Alert to be delivered on.

And finally, Monthly – which gives you more choice, and it's own frequency within that so you can deliver on the first, second, third, fourth or last defined day of the month. You can select the months within that as well. And again, you can select an end date for that.

Moving onto Conditions, which I briefly mentioned earlier when we looked at the analysis. A Condition determines whether the Agent delivers its content and there are two options here. The first option is not use a condition in which case the delivery content, the analysis, will always be delivered. Or the other option is that you could set up using a condition, which is based on the row count. For example, if there are rows returned (if there is content in the analysis), the Agent will run and then deliver the content.

In most cases you will want to use a Condition, because you will not want to be delivering an analysis with no results. However, there are times when it may be useful to know there are no results. For example, the Missing Information Alert, which is one of our National Alerts, identifies employee and assignment information for new starters, and will state 'there are 0 employees with a missing National Insurance number'. That is based on a count of employees, and in that case it would be beneficial to know that there are no results. This is just something you need to bear in mind when setting up your condition.

We will run through this (delivery content) top to bottom. Firstly, you can set the subject. In this case I have just put the name of the Analysis that is being delivered. I can also define the content; in this example I am delivering my analysis but you are also able to deliver Dashboard pages (which we know some people are doing locally). You can then define the format. Excel is what we use for our National Alerts but there are other options that you can select. Then delivery – you can either deliver the result directly or an attachment. The majority of our National Alerts deliver as an attachment.

There is the option to add delivery notes as well. For the majority of National Alerts we do just remind recipients that it is restricted to 75 rows.

We have Direct Agent Recipients and those that subscribe [to the Alert]. By default, the VPD will be populated in the recipients section and this cannot be removed. Users that are setting up the Agent will find that their user name is populated there as well. If they do not wish to receive the Alert, they will need to remove their name from the Recipients.

Direct Agent Recipients are recipients that are opted in to receiving the Alert by the BI Administrator. There are three different options for this.

Application Roles which loosely translate as URPs. For example, you may wish to opt in all managers to receive an Alert.

You can do it by user name if you have a select group of employees that you wish to receive the Alert.

Or Alternatively, you can use the conditional analysis, and in this case the Agent will take the recipients from the conditional analysis and so it is dynamically determined – which is a more advanced option.

The other option, which is how all the National Alerts are set up, is by publishing for subscription – which we will have a look at later on and show you how to subscribe to the Alerts. The Agents are made available in the Catalog and from there users have to opt-in to receiving the Alert.

Destination is where users are able to define where the content is delivered to. Homepage and Dashboard is the ESRBI Dashboard, and I will show later how that appears once you log in. And Devices is emails. You cannot enter an email address under the recipients however it will be delivered to the email address stored in ESR for the recipients.

And finally, Actions, which are the seventh and final option when setting up your Agent. Actions are actionable intelligence which can be set up based on a condition – either locally created or those created by the NHS ESR Central Team which are available in the Catalog.

As an example, you can run another Agent based on this current one that we are creating. So, if this Agent runs and delivers content, then you can proceed to run another Alert/Agent.

Once you have saved your Agent, make that available in the Catalog/VPD folders, users will be able to subscribe if you have not set them in the recipients.

That is how you create an Alert.

## **How to subscribe to National Alerts (17:48 – 19:56)**

We have made two assumptions. Firstly, that the user has logged into ESRBI. And secondly, that the user has the correct URP access to access the Alert.

A list of which URPs have access to the Alerts is available in the Guide to NHS Standard Alerts (available on the ESR Hub).

We have logged into ESRBI and landed on the Introduction to ESRBI Dashboard Homepage. While we are here, I just want to bring to your attention on the lower left-hand side, [where] we have a list of all the available Alerts, their location, and also how to subscribe.

From here we are going to navigate to the Catalog on the tool bar and I am going to subscribe to one of our Alerts.

I have opened the Catalog and navigate to the NHS Standard Dashboards, the NHS Absence Dashboard Items folder, and then within that the Alerts folder. All the folder structures are set up in the exact same way where we have an Alert, so it will be within the Dashboard Items folder and then within the Alerts folder. You will find the Alert Analysis and also the Agent for subscription.

I have selected the Agent for the Alert I wish to subscribe to, select 'more' at the end of the list of options, and from there select 'subscribe'. That is how you subscribe to a National Alert and how, if you make your Alerts available within the Catalog, users within your Trust will subscribe to Alerts also.

## **Delivery – Dashboard (19:57 – 20:37)**

In terms of the delivery content, if you have set it to deliver to the Dashboard (which is how the National Alerts are set up), once you log in you will see that you get a yellow/golden icon on the toolbar alerting you to an Alert being delivered.

From there, you can click on that [the icon] and it will create a pop up where it will give you the names of all the Alerts that are available and have run. You can click on the link and it will open up the Alert.

## **Delivery – Email (20:38 – 20:58)**

The second option is [delivery] via email and that will come from the ESR Notifications email address. In this example the content has been delivered directly but as I mentioned earlier, you can deliver it as an attachment as well.

## **Copying National Content (20:59 – 21:37)**

When it comes to copying National Content, the same principles apply as when copying any other BI object and they can be copied in the exact same way. However, if you are making local amendments to the Alert and have copied the Agent at the same time, you will need to make sure that the conditional analysis and the delivery content analysis is updated within the Agent. Otherwise, it will continue to deliver the National Content.

## **Enhancement Process (21:38 – 22:43)**

Moving on to the Enhancement Process, this applies for Alerts as well as the National Dashboards.

All issues and ideas are to be raised via the Service Desk as a Service Request. [For] anything that is possible and would be a beneficial development, users will be asked to complete a Business Justification Form which we will provide on the SR. The Business Justification Form is then considered our Review Group (which includes the Special Interest Group Chairs). And then if supported, the BJB is progressed by the BI Development Team.

Unlike enhancements to the ESR system, ESRBI enhancements do not require that you take them to a SIG for extra support. Once ready they will be implemented and do not have to wait for downtime to go in to BI.

## **Further Guidance (22:44 – 23:36)**

Everything that we have covered today in terms of creating an Agent is covered in the ESRBI – Alerting guide.

The [ESRBI] Guide to NHS Standard Alerts covers all the available National Alerts. It provides an example of what the output would look like, a description of the content that is delivered, the schedule and who it is available to (which URPs).

And finally, the [ESRBI] Quick Reference Guide which I referenced at the very beginning. That is where you will find all the dynamic date range formulas.

Thank you for joining us today.

