# HR information systems output specification

1.  This document forms part of the Human Resources Output Specification. It specifies the outputs required from HR information systems to support the functions remaining with CSG and functions returning to the Authority.

**Principles and scope**

2.  The key principle is that the Service Provider will deliver the necessary information systems, in accordance with the requirements set out in this document, to enable the Authority to deliver the returning services, including as outlined at a high level in the HR Output Specification 'services not in scope'.

3.  Some HR information systems are provided via managed or novated contracts and others are provided by Capita directly.
    *   Future responsibilities for contract management are set out in the updated Schedule 24 of third party contracts.
    *   Future responsibilities for systems are set out in the updated Schedule 11 of Software.

4.  The Authority shall be responsible for information systems to deliver the following outputs only:

| Output | System |
|---|---|
| HR legislation | ███████████████████████ |

5.  The Service Provider shall manage, fund and maintain systems as set out in the updated schedules 24 and 11 (or equivalents to achieve the same functionality), and provide licenses as part of the Services. The current information systems used, which are a continued CSG responsibility include:

███████████████████████████████████████████
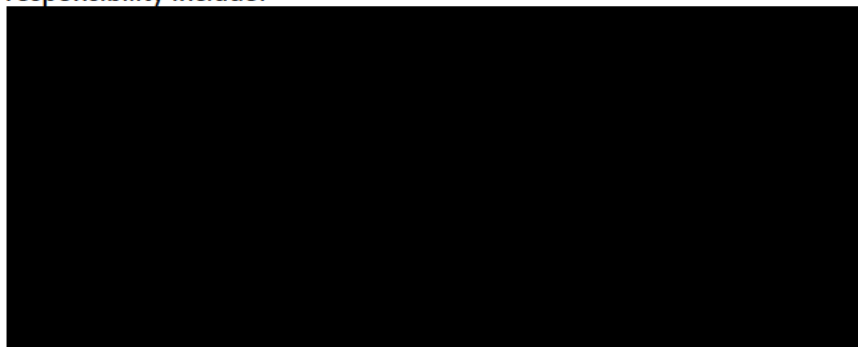
6.  Where HR systems are no longer used, for example the legacy HR systems ███████████ ███████████ the Service Provider shall ensure appropriate access to systems (including licenses), including for data retention and audit purposes, and is responsible for system decommissioning.

**Functionality and service standards**

7.  The Service Provider shall ensure the continuing provision of HR information systems to enable the Authority and Capita to continue to deliver services in line with the HR output specification (noting clause 2 above), save for systems that will become an Authority responsibility.

8.  Key functionality will include the following:
    *   Enable ability to pay recruiters, staff, suppliers and pensioners accurately and on time;
    *   Ensure that information flows (manual or automated) between Core HR and Payroll systems (or successor systems) to Integra (or a successor system) are fully enabled always;

- Enable ability to manage and utilise talent acquisition systems for both temporary and permanent staff, subject to receiving accurate data from the Authority;
- Provide analysis and reporting capabilities to enable the Authority to monitor activity, provide advice to staff based on accurate information, and as outlined in the 'Strategic Data' section of the HR output specification; and
- Enable ability to effectively and accurately manage the Council's pension fund and its pensioners.

9. In relation to Core HR, key functionality will also include the following modules:
- Core Pay
- Core Personnel
- Core Talent
- Core Expense
- Core Insight
- Core Time

10. Key quality standards include the following:
- Accurately and securely hold HR information;
- Operate in-line with industry best practice, legislative, Council policies (as provided by the Council which will notify Capita of any changes) and audit requirements. This includes demonstrating compliance with ISAE 3402;
- Application availability in line with performance indicators, and business continuity enabled through offsite backup and system restoration in line with Council disaster recovery plans.;
- Ensure that relevant information can be recorded and accessed by the Authority, including in line with Council Schemes of Delegation;
- Maintenance and support of all HR information systems to ensure alignment with manufacturers specifications regarding security and version currency;
- Provision of ongoing and up-to-date training material, support and guidance to enable system users to use systems effectively; and
- Implementation of Service Change notifications in a timely manner

**Performance Standards and Indicators**
- The application will accurately and securely hold information.
- The application will operate in-line with legislation, Council policies and audit requirements. The council will notify any changes in policy for impact analysis in a timely fashion to enable any change requests to be implemented to support the LBB timeline.
- The application will be available in line with the performance indicators.
- The application will meet industry standards for accessibility, providing user intuitive self-service for updating of employee information and a visual dashboard view for employees and managers that is user friendly.
- Relevant information will be recorded and accessed through the application by the authority in line with the Council Schemes of delegation.
- There will be data integrity of workflows to ensure the right employees are matched to the right managers and that establishment controls are maintained to ensure data quality and integrity. The accuracy of the data supplied that establishes these relationships is an LBB responsibility.
- Payroll information will be provided in a format that enables LBB Finance to upload information into the Council Finance system.
- There will be roll forward of the CoreHR system on an annual basis to support the Performance Development Review year, and the system will show appraisal information on current and previous appraisals inclusive of objectives, ratings and commentary

- Data/reports will be provided to meet the requirements documented between the Parties.
- The application will enable upload of receipts (for expenses) in a standard file format e.g. jpeg etc.
- There is an annual Core upgrade for which the date varies from year to year. CoreHR provide support for both the current and the previous two major releases.
- Training material is available but only for the 'vanilla' standard system not any specific LBB version. This training material produced by CoreHR will be up to date and made available to LBB to carry out any training they require. The Authority will be notified of any changes to the system that impacts the training material and will be provided with an updated version.