

## ESR/e-KSF link – FAQs

Updated August 2007

**This document lists the questions that we're frequently asked about the e-KSF/ESR link. Please read this, and the associated step by step guides at [www.e-ksfnw.org/hotlink1.htm](http://www.e-ksfnw.org/hotlink1.htm) and if you still can't find an answer to your question, contact our support desk (email at the end of this document)**

Question	Answer
How do we get the e-KSF/ESR link activated for our organisation?	The first step is to read the schedule and associated documentation at <a href="http://www.e-ksfnw.org/hotlink1.htm">www.e-ksfnw.org/hotlink1.htm</a> , and then complete the e-KSF/ESR confirmation fax. We need this fax back before we can progress the link for you.
What if I've missed the deadlines for an e-KSF/ESR batch?	We are rolling out the e-KSF/ESR link in "batches" of organisations running approximately every 6 weeks. We created an original plan for the roll-out by putting organisations into batches. If your organisation appears in "batch X" in the roll-out schedule, this means that we haven't heard back from you in time to activate your link in our planned batch. Please contact us and we'll add you to the next available batch.
Is it OK to commence loading KSF post outlines on to the e-KSF system ahead of the ESR interface?	Yes, you can continue to use all features of e-KSF now – you don't need to wait for the interface to be activated.
Should the confirmation fax be sent after the data cleansing exercise or beforehand?	The confirmation fax should be sent before going through the data cleansing exercise. The confirmation fax is what we use for you to confirm that you wish to go ahead with the link.
I'm trying to "download staff data for cleansing" but nothing appears to happen when I click the link. What can I do?	It seems that your current Internet Explorer settings are limiting you from downloading the files from e-KSF. Please see page 11-13 of the "step by step guide to data cleansing" guide, available from <a href="http://www.e-ksfnw.org/hotlink1.htm">www.e-ksfnw.org/hotlink1.htm</a> , for more information about how to solve this.
If we haven't used e-KSF at all so far, is it possible to implement the ESR / e-KSF interface to populate e-KSF with all employee data from ESR?	Yes, it is possible to populate the e-KSF employees' database from scratch through the ESR / e-KSF link. If you tell us you'd like to do this before go live date, then all the employees' information coming from ESR automatically populates the e-KSF database.
What does 'ESR Employee Number' mean and how do we fill in this column in the e-KSF 'Staff Data File'?	All employees registered on ESR have an 'ESR Employee Number' that is unique throughout the ESR System. Your ESR administrator can help you to get this ESR employee number for all staff – it's a quick report to run from the ESR system.

<p>What does 'ESR Assignment Number' mean and how do we fill in this column in the e-KSF 'Staff Data File'?</p>	<p>The ESR assignment number uniquely identifies an employee in a job, on the ESR system. One employee might have multiple assignment numbers, if they have more than 1 job. We use assignment numbers to match up assigned post outlines in e-KSF, to assigned positions in ESR, so its' important that you provide this data to the e-KSF system, especially where someone has more than 1 job. Going forwards, the assignment number can also be entered directly into the e-KSF system when a manager assigns a post outline. Your ESR lead can help you to get this ESR assignment number for all staff – it's a quick report to run from the ESR system.</p>
<p>We have e-KSF users who have more than one ESR Assignment number – if one of these assignment numbers is linked to the active e-KSF user, will the other assignment number(s) be transferred across from ESR to e-KSF when the interface goes live?</p>	<p>Yes, this data will be automatically transferred.</p>
<p>A number of our e-KSF users have different names on ESR, to e-KSF e.g. Nick in e-KSF and Nicholas in ESR – does this matter?</p>	<p>As long as you've entered ESR employee or assignment numbers to identify staff, then we can match up data using these numbers, rather than names. So, no it doesn't matter for the data transfer process. Also, as ESR is the lead system for name data, ESR will overwrite the e-KSF name fields (and this user will appear as "Nicholas" in the e-KSF system). Login names and email addresses are not changed, though.</p>
<p>Once the data is cleansed and uploaded into e-KSF, can we then download it again at a later date (before the deadline) to do further cleansing if needed i.e. if inactive users are made active, etc.?</p>	<p>Data can be cleansed multiple times before going live. However, we don't instantly make changes to e-KSF data based on your uploaded file (this is a manual task for us). So, if you download data and make changes, then upload it, and you download the data again 1 day later for example, you may not see the changes you've made because we may not have processed your data yet. So, please contact us via <a href="mailto:esrlink@e-ksf.org">esrlink@e-ksf.org</a> if you want to cleanse data multiple times.</p>
<p>Do we need to add the ESR employee and assignment numbers of those users who never logged in or used the e-KSF system?</p>	<p>By default, we need ESR employee and assignment numbers for all e-KSF users apart from users marked "practice", and if you don't provide these you may end up with duplicated or unmatched records in e-KSF. However if you tell us that you'd like us to delete inactive users (those who've never logged in, don't have post outlines or staff assigned) then we can delete these users and re-upload them from the ESR system. We'll ask you to confirm this by email during the data cleansing process.</p>

<p>Since we have so many people using e-KSF in our organisation, is there any need to go for the option to “keep inactive users” as stated on the confirmation fax?</p>	<p>‘Inactive’ users are classed by us as people who’ve never logged in to e-KSF, and have not got post outlines or staff assigned to them. The benefit of deleting inactive users and replacing them with ESR data is that you have less data cleansing to do. However, if you’ve already distributed usernames and passwords to all your staff, we recommend that you don’t delete inactive users, as the replaced data from ESR would generate different usernames. So, in summary, you can tick ‘delete inactive users’ unless you have distributed usernames and passwords to all staff, or want to keep your existing username/password conventions for all staff, for any reason.</p> <p>For clarification, ‘inactive’ refers to people who’ve never used e-KSF. If they’ve ever logged in (even, say, 2 years ago) they are active. We don’t ‘deactivate’ accounts after a period of non-use.</p>
<p>If a ‘new starter’ is added on ESR, will their data automatically transfer onto e-KSF?</p>	<p>Yes, they will be automatically transferred to e-KSF in the next weekend’s data transfer run. You’ll then need to use the “add/map” function on the e-KSF admin pages to confirm that this person is a new employee of your trust, and generate a username/password for them. (this is still much faster than adding their details from scratch in e-KSF).</p>
<p>Why does e-KSF transfer non-AFC staff from ESR?</p>	<p>It was nationally agreed that e-KSF should receive all staff data from ESR (not just agenda for change staff) because in many organisations non-AFC staff review or manage AFC staff, so may need reviewer or manager access to e-KSF. Some organisations are also using e-KSF to allow non-AFC staff to access the development review process. There is no requirement for non-AFC staff to use the KSF process of course.</p>
<p>For some data fields, the data from ESR will over-write the data in e-KSF (e. g. Job Title). If we don’t think the data from ESR is correct, is there an opportunity to then change this in e-KSF? If so, will these changes automatically be updated in the original ESR system, or will we have to alter both systems separately?</p>	<p>The ownership of the staff details will lie with ESR after the link goes live. If any ESR data appears incorrect, it has to be first changed in ESR and the respective change will automatically relayed to e-KSF in the next week’s data transfer run.</p>
<p>If the department structure on e-KSF for our organisation is not very accurate, would it be best to overwrite it when ESR gets linked to e-KSF?</p>	<p>Yes, we recommend that where possible you use the ESR department structure in e-KSF, to ensure consistency of reporting between the two systems. By default, the e-KSF department structure gets overwritten by ESR. However, you can ask us to stop this happening and keep your current e-KSF structure, either by marking the relevant section on the e-KSF/ESR confirmation fax, or selecting the relevant option on the e-KSF/ESR configuration panel on the e-KSF admin page.</p>

<p>If we decide not to overwrite e-KSF department structures with ESR data now, can we change our minds later?</p>	<p>Yes you can. If you choose not to use the ESR department structure to update e-KSF to start with, you <u>can</u> decide to activate this update later on (just send us an email when you're ready to do this)</p>
<p>We're struggling to add "occupational code" data to e-KSF. Will the ESR link help with this?</p>	<p>Yes, the ESR system will automatically transfer occupational code data for staff to e-KSF, so if you have the e-KSF/ESR link then you don't need to worry about adding this data to e-KSF manually.</p>
<p>If our ESR System does not hold any useful 'Supervisor' data, can the e-KSF link still be implemented without transferring 'Supervisor' names to e-KSF?</p>	<p>Yes we can do this – of course in this case you'll then need to add and maintain manager/staff relationships in e-KSF system manually. So, it is worthwhile to talk to your ESR team and find out whether they have plans to add useful supervisor data (i.e reflecting the manager hierarchy) to the ESR system, so that you can use this to reduce duplicated work and ensure consistency between the two systems.</p>
<p>We have some staff using e-KSF, who won't be on ESR (because they're not NHS employee – for example County Council Staff reviewing some of our NHS staff). What do we do about these?</p>	<p>We'll be able to deal with these users by leaving them on the e-KSF system and not having any matches to the ESR data. Basically, we'll help you to create "dummy unique identifiers" for these staff, which will create an exception report. You'll then be able to ignore the exception, and these staff will continue to have access to e-KSF even though they're not on ESR.</p> <p>If you have e-KSF users in this situation, please contact us for further advice.</p>
<p>Will changes to post/job information in ESR – for examples promotions – be automatically updated in e-KSF?</p>	<p>Changes in pay bands will be updated and highlighted in e-KSF. However, promotions within the same pay band, for example, will not trigger a change in e-KSF data. You'll need a local process to identify these changes and assign a new post outline to staff in e-KSF.</p>
<p>In many cases in our organisation our KSF reviewers are not the line managers of staff. Can reviewer names be maintained in e-KSF separately and not be overwritten by ESR supervisor data?</p>	<p>Yes this can be maintained – e-KSF treats 'managers' and 'reviewers' as two separate pieces of information. If you did use ESR supervisor data to update e-KSF manager relationships, this would still be different to the reviewer/staff relationships held only in e-KSF.</p>
<p>A number of our e-KSF users have been assigned with Managers rights in order to produce post outlines. What will happen to their accounts once the link is in place? If they have draft outlines where will they go when their status has changed?</p>	<p>The e-KSF / ESR link won't affect access rights or post outlines. So the answer is 'nothing will happen'. If the users are assigned as 'managers' in e-KSF then nothing that ESR sends us will affect this.</p>
<p>When someone records a gateway outcome on e-KSF, is that information used to <i>automatically</i> update their pay in ESR?</p>	<p>No, changing pay details in ESR is a manual task. ESR payroll administrators run reports of pay deferrals, using e-KSF review data transferred to ESR, but they then need to manually adjust the actual pay in the ESR system.</p>

<p>ESR can also record Period Start Date, Period End Date and Date of next review – will these also be exported from e-KSF?</p>	<p>Just the “last KSF review date” is sent from e-KSF to ESR. As the KSF process is an annual one, the ESR system will then infer the period start and end dates (based on pay increment dates) and date of next review (one year after the last KSF review date sent by e-KSF)</p>
<p>ESR also has a field for reviewer name – will e-KSF update this KSF data in ESR?</p>	<p>Yes, e-KSF will send this data back to ESR as text – based on the name of the reviewer carrying out the review on e-KSF.</p>
<p>In ESR, pay points are recorded in ESR codes rather than A4C codes, e.g. Band 3 Point 6 = ESR Point 90. Is this catered for in the data transfer from ESR to e-KSF?</p>	<p>Yes, this translation of ESR points to Agenda for Change codes is handled automatically in the data transfer.</p>
<p>In ESR System, Competence Achieved can be recorded in ESR Competence Profile record but we can't see anywhere in ESR to record Competence Targets?</p>	<p>Competence targets are held against the position in ESR System – a position can have 'minimum' and 'maximum' competence levels. These correspond to the foundation and full outline levels of a KSF post outline.</p>
<p>Currently it is very handy to use the 'Re-assign Manager' link on Administrator's page to view which staff are listed on any given manager's home page. But if the ability to re-assign managers is lost once linked to ESR, does this mean that the ability to use that function to view who manages who will also be lost? Will there be another way to see this on e-KSF?</p>	<p>The Re-Assign Manager functionality will remain available even after this link goes live.</p>
<p>What will happen if the positions on ESR if they are not matched to post outlines on e-KSF?</p>	<p>If you are unable to match positions on ESR to the e-KSF post outlines, it will not be possible for e-KSF to match assignment data of employees and as a consequence e-KSF will be unable to send Review Information back to ESR. The rest of the e-KSF/ESR link will still work, and data will still be transferred from ESR to e-KSF, but you won't get full benefit from the link.</p>
<p>If the ESR position numbers are not matched to post outlines within e-KSF, we will still gain the benefit of all employees being linked and correct employee data being passed from ESR to e-KSF?</p>	<p>Yes that is correct. The main benefit of matching position numbers to post outline references is updating of the position (as well as the employee) competences. All the employee data will still be correct for the majority of staff. The only <u>exception</u> to this is employees who have more than one position assigned in ESR, between now and September 2007 (when we release a new version of e-KSF to cope with this).</p>

<p>Why can't we see any changes to our data on ESR, yet?</p>	<p>Once you start recording reviews for employees on e-KSF, then the review data will flow back to ESR that same week. The only time that data won't flow back is when the e-KSF / ESR System can't work out which ESR employee assignment to update. (so, if you're recording reviews on e-KSF but can't see any changes to ESR data, it's probably because you haven't matched post outlines to positions, or you may have outstanding assignment data conflicts)</p>
<p>We have some cases where we're getting 2 records from ESR each with the same, duplicated, NI number. e-KSF is showing these as a data error - what do we do?</p>	<p>If you have 2 records from ESR with the same NI number, this suggests a local data entry problem with ESR. The ESR system displays a warning when a duplicated NI number is added, and the only way that a duplicate NI number could have been entered to ESR is if someone locally has ignored this warning. It's not easy for the local ESR administrators to remove duplicates, so we recommend that you leave the duplicate record in the e-KSF "errors" area for now, and ask your ESR team to raise a SR with McKesson to fix the duplicate problem. Once fixed, you will then be able to clear the error record.</p>
<p>We have some staff in e-KSF who have had pay data added to their records manually (before the ESR link). Now, ESR is telling us that these staf are not on Agenda for Change. What do we do about this?</p>	<p>The "rules" of our link are that ESR is the master system for pay data, so we assume that ESR is correct in this instance. It may be worth bringing the conflict to the attention of your local ESR team though, to cover the small chance of ESR data being wrong. If ESR is correct, then we suggest you contact our e-KSF support team for help (log in to e-KSF, click "support" then "ask for support) by asking them to remove the pay data from the e-KSF record.</p>
<p>In which screens will the PDP information from e-KSF appear in ESR?</p>	<p>ESR doesn't have data fields to store the KSF personal development plan, so the only piece of information that we'll send back from e-KSF to ESR is 'date of last update to PDP'. For the detail of a PDP e.g. activity, target dates, priority etc, you should still use e-KSF.</p>
<p>Is the expectation that the OLM will populate the link activity database on e-KSF? If so, when will this take place?</p>	<p>There are no plans at present to link any OLM data to e-KSF or vice versa. The e-KSF / ESR link is limited to staff and review data.</p>

<p>As e-KSF is an internet-based system, how can we be sure that the data is safe once it's been transferred from ESR?</p>	<p>As e-KSF is accessed via the internet, we've taken special precautions to ensure that users' information is kept secure. To do this, we have three stages to our security.</p> <ol style="list-style-type: none"> <li>1. Firstly, the data that people submit to the tool is kept physically under lock-and-key at our servers in Bristol, which are also protected by a 'Firewall' meaning that data is secure against electronic attack.</li> <li>2. Secondly, data in transit over the internet is encrypted (encoded) using 'secure sockets layer', which means that anyone 'eavesdropping' on the data will not be able to make sense of it.</li> <li>3. Thirdly, all personal data stored within the e-KSF database is encrypted and identification of users is via 'global system identifiers'. These are automatically generated numbers which our database uses to identify people.</li> <li>4. Finally, information on users' computers is only displayed once a password, only known to the individual user, is entered. This password also ensures that registered users only see the data that they should (so, for example, information about an individual's personal development plan can only be displayed to that individual and their reviewer). This emphasises that you need to keep your password safe and secure, and change it if you suspect anyone else knows what it is.</li> </ol> <p>For more on e-KSF and data security, please see the "Data storage on e-KSF" document downloadable from <a href="http://www.e-ksfnow.org/Resources.htm">http://www.e-ksfnow.org/Resources.htm</a></p>
<p>Is there any (free) support available to help us through this e-KSF/ESR linking process?</p>	<p>If there is any problem regarding the link which falls in the scope of the e-KSF system, you can email your query to us on <a href="mailto:esrlink@e-ksf.org">esrlink@e-ksf.org</a> and our support team will get back to you within 48 hours. You can also find step by step instruction documents at <a href="http://www.e-ksfnow.org">www.e-ksfnow.org</a>.</p> <p>We are able to run low-cost workshops on the e-KSF/ESR link, too – if you're interested in these please contact us at <a href="mailto:info@think-associates.co.uk">info@think-associates.co.uk</a> and we'll add you to our mailing list for future events.</p>

If you still have questions about the e-KSF/ESR link, please contact us at [esrlink@e-ksf.org](mailto:esrlink@e-ksf.org)

Best wishes,



The e-KSF and ESR link teams