



e-KSF / ESR
Data Link –

Roll-out
Planning for
your
Organisation



What you need to do locally, to prepare for the e-KSF/ESR link

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Introduction

This document describes the phases through which the data exchange between e-KSF and ESR will be switched on, and what your organisation needs to do before you can “go live” with the exchange.

This document should be read in conjunction with:

- An introduction to the e-KSF/ESR link
- A directors’ guide to the e-KSF/ESR link

Latest versions of these documents are available on www.e-ksfnow.org/hotlink1.htm

Who should read this document?

This document is aimed at KSF leads, e-KSF leads, e-KSF administrators and ESR leads in all organisations in England and Wales.

A high level project plan for the e-KSF/ESR link

Please read this plan – it explains what steps you need to take to activate your link, and when you need to take them.

PHASE 1 - Planning for the link

- a. Read this entire document carefully, and contact ESRlink@e-ksf.org if you have any questions
- b. Make sure that your organisation's e-KSF, KSF and ESR leads make contact with each other. We suggest a joint meeting to agree accountabilities and activities. Agree a plan for your e-KSF and ESR teams to keep in touch, so that communication lines are in place to deal with any data issues
- c. If you haven't already done so then let the eKSF team know that you'd like to take advantage of the link, by filling in the confirmation fax at the end of this document
- d. Communicate with your organisational stakeholders about the link

PHASE 2 - Matching existing e-KSF data

- a. You need to do some local work to ensure that employee data held in e-KSF has accurate *unique identifiers* (e.g. ESR employee and assignment numbers). You can read more about this in the section of this document called "what your organisation needs to do, to cleanse e-KSF data".
- b. Send confirmation that your data is cleansed, to the e-KSF/ESR integration team
- c. The e-KSF team receives a first set of "trial" data from ESR
- d. A trial match of data will be run for you, and you will be given the chance to deal with any errors, before the first full live data exchange 2 weeks later. If you have a large number of errors, which would suggest some problem with the accuracy of your data, the linking process may be aborted, you will be informed, and given the chance to fix any inaccuracies.
- e. Plan resources to deal with any exception reports, particularly for the first transfer after go-live

PHASE 3 - Activating the link

- a. The full exchange will go ahead and you will be sent an exception report explaining what you need to do with any problem records (conflicts in data, missing or duplicate records, etc).
- b. Once your link has been switched on, the data will be updated automatically each week. Your e-KSF admin will receive weekly confirmation of data that's been updated, as well as any errors which need local, human, intervention. You'll need to generate usernames and passwords, and add email addresses, for new users.

PHASE 4 - Managing the link

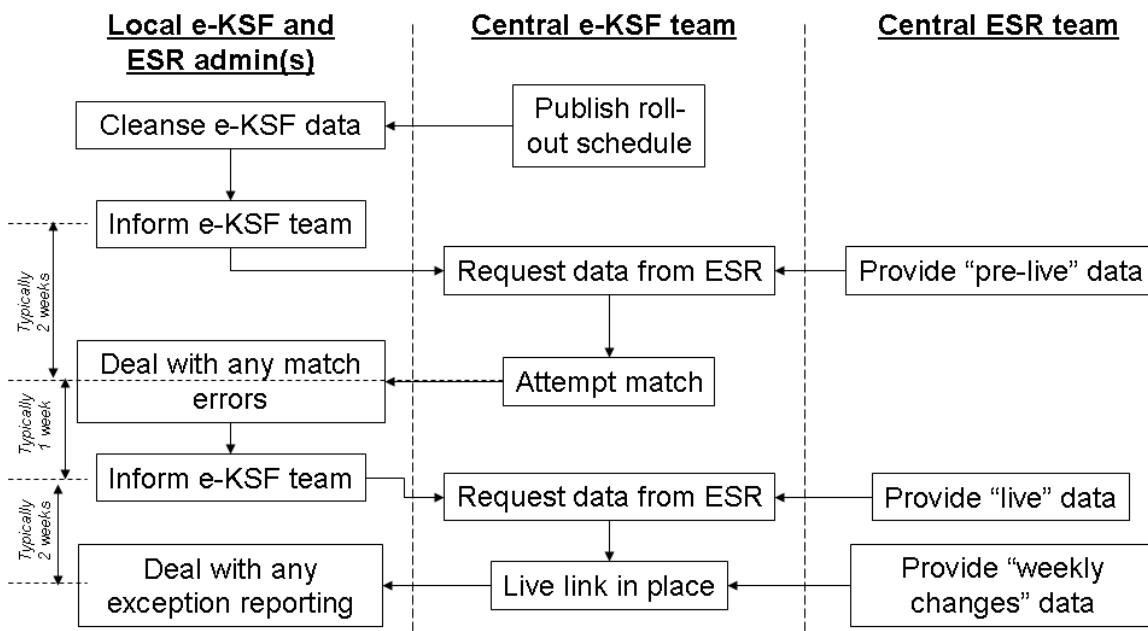
- a. Each week, once the link is active, the two systems will exchange data automatically. Your e-KSF administrator(s) will be able to see any changes or additions via the e-KSF admin pages.

- b. You'll need to plan some time each week to generate usernames and passwords for any new users, and also add email addresses and inform these new users of their login details.
- c. If the link identifies any data errors or duplications, the e-KSF administrator will see these appear on the e-KSF admin homepage.

What your organisation needs to do, to cleanse e-KSF data (Project phases 2 and 3 in more detail)

Data cleansing simply means “making sure that the information held on e-KSF by your organisation is accurate”. For this project, we’re particularly concerned with making sure that your employee data is accurate, as the e-KSF team need to be able to match up information in e-KSF, with information in ESR, to avoid any duplicates or data errors.

This flow-chart shows what needs to happen, in what order. The flow-chart is laid out in “swim-lanes”, showing the work of the local e-KSF and ESR administrators in your organisation, in the left hand column.



In summary, you’ll need to complete the following steps in your organisation:

- a. **Cleanse e-KSF data** (more on this overleaf). You can start this as soon as you like, but the cleansing needs to be completed in line with the completion dates shown in the e-KSF / ESR rollout schedule.
- b. **Inform e-KSF** that you’ve completed this data cleansing. Some simple checks of your data will also be made centrally, at this stage, and you will be informed if this shows a requirement for any more work.
- c. **Wait** for eKSF to receive “pre-live” data from ESR and attempt to match it with your e-KSF data
- d. **Deal with any exception reports** that occur on matching your e-KSF data with “pre-live” data from ESR. 5 working days are allowed for this step, since few errors are expected at this stage because you will have already completed the majority of the data cleansing.
- e. **Wait** for e-KSF to receive “live” data from ESR and activate the link
- f. **Make sure that you have plans** in place to manage the e-KSF/ESR link on an ongoing basis

Here's what you'll need to do in detail, to cleanse your e-KSF data.

STEP ONE. The e-KSF team will activate a link on the e-KSF administrators screen allowing you to download your organisations' employee data in an Excel spreadsheet.

STEP TWO. You would then need to check and update any data in this spreadsheet, making sure in particular that **unique identifiers** for all employees are accurate. You have a choice to make about what data you would like the link to use, to match your records between the systems. The options, in order of preference, are as follows:

Option	Notes
ESR assignment number	If you are already using e-KSF, and have staff with more than 1 role, then adding the ESR assignment numbers to your e-KSF upload spreadsheet at this stage will allow you to manage multiple KSF post outlines and reviews.
ESR employee number	You may find that the ESR employee number for each member of staff is the easiest thing to add to e-KSF, particularly if you're not currently using e-KSF to record reviews for staff with multiple jobs.
National Insurance number	If you already have National Insurance numbers loaded into e-KSF, then we can use these to make sure that data is matched up accurately.
Legacy payroll number	This is the full payroll number for each employee, as held in your "old" (pre-ESR) payroll system. This data will work well for matching unless you have large numbers of staff with more than one job, or if you have large numbers of staff who joined after ESR was implemented (meaning they won't have a legacy payroll number. For this reason, we only recommend using Legacy Payroll Number as a last resort, if you can't use ESR assignment, employee or NI numbers.

The e-KSF and ESR teams in your organisation will need to work together to make sure this data is accurate on e-KSF. You may find that you need to type data into the spreadsheet by hand, but there are also many "lookup" functions within programmes like Excel to make this matching process easier. So, if you find you're spending lots of time manually copying and pasting data, we suggest you talk to an Excel expert in your organisation who may be able to recommend faster ways to do this!

This one-off effort ensures that the data exchange will work accurately first time. Once this is done, ESR and e-KSF will transfer employee data without any need for further manual matching.

STEP THREE. Once you've cleansed your data in the spreadsheet, it needs to return to e-KSF. You have two options for this:

- You can upload the spreadsheet by clicking the "upload cleansed data" link on the e-KSF admin homepage. The e-KSF team centrally will then review your data, check it for consistency, and upload it to the system on your behalf.
- If you have a very small number of identifiers to add, you can do this by using the "edit global user" link on the e-KSF admin homepage, to add data user-by-user.

The e-KSF system will then run some basic, automatic checks to make sure the data is compatible. For example, it will check that you have data in the unique identifier field, and that if you have National Insurance numbers or email addresses that they correspond to a standard format. The e-KSF support team will email you to confirm that the data is fit for purpose, or highlight any remaining anomalies within the data that need to be addressed.

You can repeat steps 1-3 multiple times if you need to, and you can also use the “edit user” function on the e-KSF admin page to correct small amounts of data. **The more accurate you get the data at this stage, the fewer exception reports and duplicates you’ll have to deal with once the link is switched on.**

STEP FOUR. Once all of your data is entered accurately, email eslink@e-ksf.org so the matching of e-KSF and ESR data can continue.

When will the link be switched on for our organisation?

The link is implemented in “batches” of organisations, and the following batches are now available:

Batch	Confirmation fax due (see below and overleaf)	Date for organisation to complete e-KSF data cleansing, if required	Link activation date
K	09/05/2008	23/05/2008	w/c 23/6/08
L	01/08/2008	15/08/2008	w/c 15/9/08
M	10/10/2008	24/10/2008	w/c 24/11/08

Please complete the confirmation fax on the final page of this document, to confirm when you'd like to take advantage of the link.

How do the e-KSF and ESR teams manage the switch-on process?

The integration team maintains a list of organisations, with their preferred switch-on dates. This list will be updated centrally with (1) your confirmation that you're ready for the exchange to be switched on and (2) your confirmation that you have completed your data cleansing activities.

This list is fed into the data exchange system to manage the transfer of data. Data will only transfer between the live systems when:

- a) You have confirmed by fax that you want to go ahead
- b) There has been an email exchange with you where you confirm that you have completed the data cleansing activities for existing employees stored on e-KSF.

The link will not be switched on until your confirmation is received (the confirmation needs to be from the person responsible for the KSF, and from the person responsible for the ESR, in your organisation).

Once the link is switched on, which e-KSF data fields will be updated by ESR?

ESR is the master system for all personal data for AFC and non AFC staff in your organisation. And as such ESR will dictate all personal data item fields and add or overwrite data on e-KSF. You'll receive a report of data added or overwritten in this way. Personal data means:

- First and last names
- Gender and ethnicity
- Job Title
- Staff group
- Department (although you can opt for this not to be updated by ESR)
- Employing organisation
- Employment start and end dates

ESR is also the master system for pay data, but if there is a difference between data in e-KSF and data in ESR, then rather than automatically overwrite the e-KSF data, you'll receive an exception report highlighting the difference. There's more about exception reports later in this document. Exception reports will be created for data conflicts on the following items:

- pay band data
- pay point data
- increment date data
- supervisor name (=manager in e-KSF)

e-KSF is the master system for development and KSF data – the following information is not affected by the e-KSF/ESR link:

- post outline data
- joint development review data
- objectives data
- PDP data

Which ESR data fields will be updated by e-KSF?

e-KSF is the master system for KSF and development data. It's also the system for managing gateway outcomes, so e-KSF will add the following data to ESR:

- Competency targets and achievements (the ESR language for the outcomes of a KSF review)
- KSF review date
- Outcome codes for gateway reviews (progression through gateway, pay progression with short term action plan, or deferred progression with short term action plan)
- Date of last addition to PDP

How we deal with conflicts between data in e-KSF, and data in ESR

The data exchange modules have strict rules about which system “owns” which pieces of data. For example, ESR owns data about an individual’s pay point and increment date. This allows automatic decisions on which information takes precedence in case of a conflict. For example, if Jane Doe has pay point 16 in e-KSF, and point 18 in ESR, then the ESR data will overwrite the e-KSF data. In most cases, the data will simply be overwritten and you will be informed of the change in a weekly report.

Sometimes, however, the systems can’t decide what to do with a piece of data. For example, let’s say John Smith is allocated a post outline on e-KSF which has pay band 6. However, ESR data shows that John is on pay band 7. In this case, the data can’t simply be overwritten because there would then be a conflict between John’s pay band and his post outline. In this case, the systems would do nothing other than alert the relevant administrators to the problem, and ask for the data to be looked at locally. In this case, for example, the fix may well be that the organisation needs to correct the post outline assignment in e-KSF.

An “exception” is the technical name for type of alert, which highlights data problems that can’t be solved by the systems without human intervention. e-KSF administrators can view exceptions and conflicts via the e-KSF admin pages.

The “personal data conflicts” and “assignment data conflicts” pages show data which has been received from ESR, but doesn’t appear to fit with what is expected. This could be unrecognised ethnicity or occupation codes, for example. You can fix or ignore conflicts on these pages, but a better course of action is to talk to your ESR team about fixing the problems in the underlying ESR system itself.

The “add/map records” link on the e-KSF admin page shows you records from ESR which aren’t yet added to e-KSF, or matched to e-KSF data.

You can read more about managing e-KSF data in the “step by step guide to managing the e-KSF/ESR link” document, available at www.e-ksfnow.org/hotlink1.htm

How do I send in our confirmation to switch on the link?

You’ll find the confirmation form on the last page of this document.

The preferred method of confirmation is for you to fax this form to 0117 344 5004. You can also email the form to ESRlink@e-ksf.org, making sure that the KSF lead and ESR lead for your organisation are both cc’d on the email. If you use email, please include a contact telephone as further confirmation checks with you may be necessary.

Frequently asked questions, and answers

Please see www.e-ksfnow.org/hotlink1.htm for a link to the latest FAQ document – this online resource is updated regularly.

What about the Organisational Structure I have set up in the e-KSF

The organisational structure on e-KSF will be updated from within the ESR, however a complete tree structure will not be provided due to the limits of ESR processing power. You shall however get a listing of all your directorates, and also the lowest level of the ESR hierarchy.

Once the e-KSF/ESR link is in place for your organisation, you would carry out updates to your organisational structure in ESR, and these would feed into e-KSF each week.

If you prefer to keep your existing e-KSF department structure, then you can confirm this when you send back your confirmation fax. In this case, ESR data will not update e-KSF department data, so you will then need to manually add department data on e-KSF when employees join the organisation, or change departments.

What about the Staff Group Structure I have set up in the e-KSF?

The staff group structure on e-KSF for your organisation will be updated automatically from ESR. This means that you won't have to manage staff groups from within e-KSF.

What about staff who are not employed by my organisation but need to be on the system, such a local authority staff who review/manage staff employed by my organisation?

People who need to use the KSF, but who are not on ESR, can still be added to your organisation using the existing add/edit Global user link on the e-KSF Admin home page. Their data won't be affected by the ESR link.

What if I work for a Health Informatics Service (HIS)?

A small number of HIS teams have set up their own "zones" on e-KSF, which allowed them to use the e-KSF system independently of their host organisation. However, HIS teams are not held separately on ESR, so the employee data will need to be merged with that of your host organisation's data before the link is switched on. You will be helped to do this, of course. Not doing this runs the risk that the systems will create duplicate records – one employee record from ESR in the host organisation, and one added manually to e-KSF for the HIS team. All HIS teams in this situation will be contacted directly, to progress the merger of data.

What reports will I be able to run on KSF progress, once the ESR link is in place?

One of the main benefits of the e-KSF/ESR link is that data from the two systems can be combined for powerful reporting. For example, gateway outcome data from e-KSF can be combined with gender and ethnicity data from ESR to give you useful equal opportunities information.

You'll be able to run reports in both systems – via the e-KSF administrator pages and also via the ESR “Discoverer” reporting tool.

In many cases, you can ask a question using reports out of either system, and get the same answer. However, e-KSF holds more detail around the review and PDP than ESR does, and ESR holds additional data about department hierarchies. This means that for some questions, you may find that using one system works better than the other. For example, reports about “supported development” are best run in e-KSF, because e-KSF holds more information about personal development outcomes

Once the e-KSF/ESR link is in place, additional reports will be developed in e-KSF to allow you to make full use of the new data sets.

What if our organisation isn't yet using e-KSF?

- If your organisation exists on the e-KSF system, but you have not yet started using the system and have no employee data, you would not have to carry out a data cleansing exercise. When the live link is switched on, data will automatically be updated from ESR to e-KSF.
- If your organisation is not on the e-KSF, then the first step would be to set up your organisation on the e-KSF, and appoint an e-KSF administration user. You can contact the e-KSF support team or your SHA KSF lead to do this set-up. When the live link is switched on, data will automatically be updated from ESR to e-KSF. ***However, you don't need to wait for the ESR link to be switched on before starting to use e-KSF!***

What do I do if I have any further questions?

If you have questions about the technical detail of the exchange, or the project management of the link, you can email ESRlink@e-ksf.org and your query will be passed to the relevant e-KSF or ESR account manager or lead.

If your question is about wider e-KSF or KSF policy, please contact:

- Bill McMillan [janet.thacker@nhsemployers.org] in England
- Deb Lomasney [Debra.Lomasney@Wales.GSI.Gov.UK] in Wales.

If your question is about ESR, please contact:

- Victoria Crowther of the ESR team, via communications@esrsolution.co.uk.
Please enter “eKSF Interface” in the subject line

