HRMIS Where are we ???

Human Resource Management Information System (HRMIS)  
Newsletter Issue No.18 - October 2016

The aim of this Newsletter is to keep you informed of the status of the HRMIS project being driven by the Ministry of Civil Service and Administrative Reforms in collaboration with Stakeholders.

1. OBJECTIVES OF HRMIS

- Senior Officials focus more on duties of strategic nature
- Synergy between HR & Finance Divisions
- Fast processing of HR & financial transactions e.g. salaries, allowances & benefits
- Empowered employees access their personal details & easily interact with HR & Finance Sections
- HRM made simple & easy
- Central online HR database for Civil Service

HRMIS = la transparence, la bonne gouvernance et l’excellence !!!

2. USER ACCEPTANCE TEST (UAT) - PAYROLL RUN

UAT on Basic Core HR and Payroll modules for December 2015, January & February 2016 payrolls have been successfully completed on 21 October 2016.

This critical activity involved the participation of around 350 Testers (Officers of HR & Finance Divisions) of all Ministries/Departments. The success rate recorded for each of the 3 months indicates how far the HRMIS responded to the User Requirements.

2.1. OUTCOME OF UAT PAYROLLS (SUCCESS RATE)

<table>
<thead>
<tr>
<th>Payrolls</th>
<th>Dec 2015</th>
<th>Jan 2016</th>
<th>Feb 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cycle 1</td>
<td>85.12 %</td>
<td>92.42 %</td>
<td>94.12 %</td>
</tr>
<tr>
<td>Cycle 2</td>
<td>96.03 %</td>
<td>95.35 %</td>
<td>96.44 %</td>
</tr>
</tbody>
</table>

Note: The set of payroll elements tested differed from month to month.

2.2. FEEDBACK OF SOME TESTERS ON THEIR UAT EXPERIENCE

HRMIS: A stepping-stone towards e-Government. We look forward to seeing HRMIS live in our Ministry soon. With appropriate fine tuning, the HRMIS as a tool will revolutionise the way of doing business in the Civil Service.

- Very enriching and interacting. At start, System was found complicated, but with assistance of the Team, it became easier and manageable.
- We have lived an enriching and valuable experience... Training period to be extended for specific elements pertaining to Ministries/Departments.
- Initially, the project was found to be unrealisable. With meetings, Trainings, it is felt that the project is taking shape. Now, it is understood what is being expected from us.
- Interesting and felt privileged to be among those who tested the System.
- Lots of discrepancies @ the beginning. System became more user-friendly in subsequent cycles and we were able to sort out the discrepancies. The UAT is, no doubt, a capacity building exercise.

We learned along the Team... What was unknown to us became clear and lucid...

Synergy between HR & Finance Sections through the System. We became well acquainted with the business rules.

Screen should have been more user-friendly

“Knowledge gained through experience is far superior and many times more useful than bookish knowledge”

Mahatma Gandhi
2.3. ANALYSIS AND RESOLVING OF ISSUES BY THE CORE TEAM

Our main objective as Facilitator for the UAT exercise was to provide assistance and guidance to Testers to properly test the business rules for their respective Ministry/Department. It was, indeed, a two way learning process whereby Testers imparted their knowledge of business rules to us, while we helped them in testing the system and how to reconcile and analyse the results produced by the HRMIS.

We came across several discrepancies, mostly during the testing of the December 2015 Payroll cycles, when testers were starting to get acquainted with the system.

The learning process became more interesting when we had to analyse and sort out the discrepancies between the HRMIS and the CISD payrolls. Scrutinising the source of the issue was a major challenge for all Facilitators. For example, many Testers reported discrepancies with regard to PAYE which, being cumulative, was being wrongly computed by HRMIS in respect of January and February 2016, if the issue was not initially sorted out in the December 2015 Payroll.

The analysis of the discrepancies improved our knowledge of the system, especially as we had to go in-depth to be able to identify the real cause of the issues. Most of the discrepancies were due to wrong element entries, wrong entry values; i.e. wrong computation details fed into the system by the Testers. It is worth highlighting that one element can have a bearing on the computation of another element in case entries have been wrongly input. For example, a wrong entry in respect of payment of overtime will affect the deduction for PAYE, the total deduction, the Gross and Net pay of an officer. Hence, the need for Users to know their respective business rules so as to avoid over or under payments. Clear and precise metrics are obviously the measurements of success in the implementation of any computerised system.

Apart from technical issues, which were sorted out promptly by SIL, we also found that a few allowances specific to certain Ministries/Departments were not catered for in the system. These organisations were required to submit the necessary authorities governing the payment of such allowances. The system is configured accordingly only upon receipt of a valid authority.

To conclude, UAT has been a challenging journey but, at the same time, a joyful learning experience for both Testers and the HRMIS Core Team. Resolving an issue not only requires knowledge of the subject but also patience, determination, effort and perseverance to achieve the desired goal. Last but not least, such experience brings a great sense of personal satisfaction.

“Each Problem that is solved became a Rule, which is served afterwards to solve other problems”.

Rene Descartes

Mrs. Prema Goorchurn
Management Support Officer, Ministry of Civil Service & Administrative Reforms (HRMIS Unit)

2.4. OTHER TESTS BEING CONDUCTED BY THE CORE TEAM

Besides testing the December 2015, January & February 2016 payrolls, the following tests are also being conducted:

(i) Business Rules for Passage Benefits & End of Year Bonus, ...
Past data of employees being used for the tests.

(ii) Script Test & scenarios
Extensive tests on administrative functions (menu functions, responsibility, System profile, etc...) are being carried out using test scripts submitted by SIL as a basis.

(iii) Strain Tests
To find out how the system behaves in case incorrect data are used for employees.

(iv) Centralised Payroll
Implementation of the HRMIS will involve major changes to the existing payroll process, both at the level of Ministries/Departments and the organisation which will be responsible for running the payroll centrally. This will, interalia, include bulk loading of some deduction elements (e.g. Mutual Aid).

3. LIVE DATA MIGRATION

Officers’ data are considered ready for migration into the HRMIS following:

(i) conduct of Quality Assurance exercise;
(ii) necessary amendments to employees’ data into the Data Cleansing Application (DCA); and
(iii) submission of fresh (2nd) Data Cleansing Validation Certificate to MCSAR.
3.1. FOLLOW-UP WITH BATCH 1 ORGANISATIONS (38 MINISTRIES/DEPARTMENTS)

The first batch of 38 Ministries/Departments successfully completed the preparatory works to ensure proper data migration to the HRMIS.

To enable officers of these Ministries/Departments to have hands on practice on the system, access has been opened to an appropriate instance of the HRMIS with some HR data.

3.2. LIVE DATA MIGRATION BATCH 2 ORGANISATIONS (12 MINISTRIES/DEPARTMENTS)

A second Batch of 12 Ministries/Departments having completed the necessary procedures, became eligible to embark on the live data migration exercise. The representatives of these organisations had a working session with the Core Team and SIL on 17 October 2016 @ MCSAR.

Batch 2

- M/Financial Services, GG & IR
- M/Housing & Lands
- M/Gender, CD & FW
- M/Ocean Economy, MR, F, S & OI
- M/Technology, C & I
- M/Youth & Sports
- Mauritius Fire & Rescue Service
- Public Service Commission & DFSC
- Public Infrastructure Division
- National Transport Authority
- Industry Division
- Labour Division

Participants: 35

- Officers in Charge of HR & Finance Divisions
- HR & Finance Coordinators

Aim

- To provide relevant explanations on Live Data Migration Flow (Diagram below) and activities to be carried out before, during & after the exercise
- To highlight the importance of quality data (complete, correct & reliable data) in the Data Cleansing Application as @ cut-off date (31 October 2016)
- To explain about the risks associated with incomplete and incorrect data

### The Data Migration Flow

A Glimpse of the Working Session

![A Glimpse of the Working Session](image-url)
3.3. **DATA CLEANSING**

### 3.3.1. **AWAITING 2ND DATA CLEANSING VALIDATION CERTIFICATE**

MCSAR is awaiting submission of 2nd Data Cleansing Validation Certificate from the following 9 organisations, where Quality Assurance exercises have already been conducted:

- M/Energy & Public Utilities
- M/Arts & Culture
- Central Procurement Board
- Forensic Science Laboratory
- Foreign Affairs Division
- Water Resources Unit
- Ombudsman’s Office
- Ombudsperson for Children’s Office
- Office of the Vice President

On receipt of the Certificate, these organisations will be taken on board for the live data migration exercise.

### 3.3.2. **AWAITING QUALITY ASSURANCE EXERCISE**

Following completion of Data Cleansing exercise, Quality Assurance exercises will be conducted by the HRMIS Core Team @:

- M/Health & QL:
  - Head Quarters
  - SSRN Hospital
  - Flacq Hospital
  - J. Nehru Hospital
  - Victoria Hospital
  - Dr. A.G. Jeetoo Hospital
- M/Education & HR, TE & SR:
  - Head Quarters
  - Zone 1 Directorate
  - Zone 2 Directorate
  - Zone 3 Directorate
  - Zone 4 Directorate
- M/Social Security, NS & RI
  - Central Information Systems Division
  - Corporate & Business Registration Department
  - The Judiciary
  - National Development Unit

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4. **PRB REPORT 2016 & ADDENDUM**

The Core Team is compiling the changes in business rules for all Ministries/Departments following publication of PRB Report 2016 and the Addendum Report released in October 2016. This will lead to the HRMIS being updated and aligned with the prevailing terms and conditions of service.

5. **UPCOMING MAJOR ACTIVITIES - 2016**

**November - December:**
- Quality Assurance exercise
- Data Migration for 50 Ministries/Departments.
  - Live Data Migration
  - Training of End Users
  - HRMIS accessible to End Users.

6. **STAKEHOLDERS OF THE HRMIS PROJECT**


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