The HRMIS Project involves the collaborative efforts of several major stakeholders, some of whom are less visible than those operating in the fore-front, although they also play an important supportive role to make things happen. The IT Unit of MCSAR is, indeed, a key player that enables end-users to operate in the best conditions at grass root level.

The main challenges being handled by the IT Unit:

• constant monitoring of the HRMIS servers to ensure that the Data Cleansing and HRMIS Validation applications are up and running all the time
• managing access to the HRMIS servers as well as user accounts
• ensuring regular backup to avoid loss of data
• providing technical assistance and guiding IT staff based in other Ministries/Departments to facilitate deployment of HRMIS instances
• troubleshooting of problems and advising users accordingly
• working in close collaboration with the HRMIS Core Team (planning major activities e.g. Payroll Runs).

The role of an IT Unit in any organisation is to provide onsite technical support. Providing assistance in a complex project like the HRMIS constitutes a big challenge, especially as users are located at different sites across the service. We therefore have to think and act intelligently and to effectively cope with problems faced by users, while keeping in view the project timeline. It is therefore essential that the IT technical staff of the civil service synergise and synchronise actions towards the successful implementation of the HRMIS.

Miss Heeramanee Devi RAMFUL
Senior Systems Analyst, IT UNIT
Ministry of Civil Service and Administrative Reforms

1. OBJECTIVES OF HRMIS

HRMIS = la transparence, la bonne gouvernance et l’excellence !!!
2. PROJECT STATUS

2.1. DATA MIGRATION PHASE

<table>
<thead>
<tr>
<th>Activity</th>
<th>Process</th>
<th>Overall Status</th>
<th>No. of Officers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Capture</td>
<td>Personal Files (PF) → Data Capture Forms (DCF)</td>
<td>97.3%</td>
<td>52 017</td>
</tr>
<tr>
<td>Data Input</td>
<td>Data Capture Forms (DCF) → Data Cleansing Application (DCA)</td>
<td>94.6%</td>
<td>50 578</td>
</tr>
<tr>
<td>Data Cleansing (Validation)</td>
<td>Eliminating <em>duplicate, incomplete &amp; inaccurate</em> data from existing temporary database for uploading <em>correct, accurate and reliable</em> data in the HRMIS.</td>
<td>57%</td>
<td>30 400</td>
</tr>
</tbody>
</table>

2.1.1 Status of Data Cleansing Exercise by Ministries & Departments


91% - 99% M/Agro Industry & FS, M/Technology, C & I, The Judiciary, Mauritis Prison Service, Water Resources Unit, Central Information Systems Division, M/Social Security, NS & RI, Mauritius Fire & Rescue Service

81% - 90% Police Dept, M/Housing & Lands

65% - 80% M/Energy & PU, M/Youth & S, Foreign Affairs Div

36% - 64% National Development Unit, Corporate and Business Registration Department

Below 35% M/Education & Human Resources, TE & SR, M/Health & QL

2.1.2 Training on Data Cleansing Application & Validation Application

<table>
<thead>
<tr>
<th>Duration</th>
<th>17 August 2015 up to now</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trainers</td>
<td>Mr. Kassim (OMA), Mr. Bhoyroo (MSO), Mr. Boodhoo (MSO), Mr. Mayeputh (MSO)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total. No. of officers trained on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Cleansing Application (DCA)</td>
</tr>
<tr>
<td>Validation Application</td>
</tr>
</tbody>
</table>

Valuable contribution of National Empowerment Foundation (NEF) Interns

The MCSAR takes the opportunity to extend its heartiest thanks to all NEF interns for actively participating in the Data input and Validation exercises from May 2014 up to mid-March 2016. The support of the interns has really fastened the Data input and allowed us to reach where we are today.
Government is committed to bringing meaningful change to the lives of the citizens through a wide array of measures in the different sectors of the economy. This "de-facto" includes the modernization of the civil service, which has to continuously review and improve its way of doing business. In this regard, HRMIS is one of the major reforms initiatives being driven by the Ministry of Civil Service & Administrative Reforms.

The Training Programme on "Training Skills for Trainers" is being organized as part of a Training and Change Management strategy to ensure successful implementation and sustainability of the project. It is meant for the twenty-one (21) officers of the HRMIS Core Team who have participated in the development of the System and who would be called upon to act as Trainers.

The objectives of the programme are, inter-alia:

- to equip prospective trainers with the necessary soft skills to enable them to train others in an efficient and effective manner and to enable them to take good care of, accompany and respond to the needs of direct users of the System throughout the civil service
- inspire and create self-confidence in trainees and transform the common reaction of people from “Can’t be done! or Impossible to do!” to “Yes, can do! And Yes, it’s easy!”

With a view to having everybody on board in this unprecedented reform initiative, a vast Change Management Programme will be conducted for the benefit of Project Coordinators of all Ministries/Departments, including those at supervisory and top management levels.

The HRMIS is compelling the whole civil service to synergise its actions to move towards modernization and excellence. By way of a specific training programme on “Training Skills for Trainers” on HRMIS the base is now being strengthened through the creation of a pool of competent trainers.

The "would-be" trainers have therefore to fully understand that this training is fundamental to their preparation for effectively imparting to as many officers the knowledge they have acquired so far on the HRMIS.

The “Training Skills for Trainers” programme has been framed with a focus on the soft skills that trainers should develop and nurture so as to conduct the training with confidence and professionalism. They will, thus, be exposed to several learning techniques such as Qualities of an Outstanding Trainer, Why Training Fails, Core Competencies and Coaching Techniques.

The training programme is also meant to strengthen the capability of the HRMIS Core Team to become dedicated facilitators to train and guide Users of the HRMIS and, above all, to ensure sustainability; of the system in the long run and for the HRMIS Core Team to fully assume their roles as facilitators for the HRMIS.
Course Provider: Civil Service College, Mauritius
Trainees: The 21 officers of HRMIS Core Team
Duration: 22 to 29 February 2016

Course Objectives
To prepare participants to:
- acquire the necessary knowledge, skills and aptitude to successfully deliver training to end-users
- undergo theoretical and practical assessments and ascertain that Trainers are sufficiently equipped to deliver effective training
- facilitate the process of providing support to end users thereby enhancing their confidence to operate in a new work environment.

Course Contents
- Qualities of Outstanding Trainer
- Why Training Fails?
- Training Development Process
- Delivery Considerations
- Follow Up Considerations
- Adult Learning Principles
- Core Competencies
- Self-Assessment
- Presenting
- Responding
- Questioning and Listening
- Coaching
- Building Relevance
- Interpersonal Skills
- Disruptive Behaviour and guidelines
- Follow Up Guidelines

Our impressions on the Training Skills for Trainers
The essence of the training course has been in line with the spirit of the HRMIS project; that of change towards betterment.

These few days have been a truly metamorphosing experience where we have witnessed the transformation of our colleagues in front of our eyes. The ones who on Day 1 were feeling awkward are now brimming with enthusiasm and confidence and delivering striking presentations.

It has also been a highly motivating exercise for our group and even an excellent team building opportunity in many ways. We are now impatiently awaiting to take the challenge of passing on our positivity to future users of the HRMIS.

A special thanks to the M/Civil Service & AR for having offered us such a valuable opportunity to grow individually and collectively.

Mr. A. Mayeputh
Management Support Officer @ MCSAR
29 Quality Assurance exercises have been carried out up to now.

Quality Assurance exercises performed in February 2016:

<table>
<thead>
<tr>
<th>Ministry/Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Civil Aviation Dept, Office of the President, Ombudsman’s Office, M/Finance &amp; ED, M/Labour, IR &amp; E (Labour &amp; Employment Divisions), M/Industry, C &amp; CP (Commerce &amp; Consumer Protection Div), Prime Minister’s Office (Rodrigues Div), Pay Research Bureau, M/Public Infrastructure &amp; Land Transport (Land Transport Div), Public Bodies Appeal Tribunal, Forensic Science Laboratory, National Transport Authority.</td>
</tr>
</tbody>
</table>

Following the QA exercises, Ministries/Departments are required to:

- Amend incorrect data i.r.o. sampled officers and ascertain that data of all officers are correct and ready to be migrated into the HRMIS.
- Submit fresh Data Cleansing Validation Certificate, duly signed.

Snapshots of some of the Quality Assurance exercises

More pictures can be viewed under the MCSAR’s website (HRMIS corner)

- Data captured on DCFs & DCA should be updated simultaneously to keep records of officers clean and correct.
- The Data Cleansing and Validation exercises should be undertaken with utmost care, leaving no room for erroneous data input as we are dealing with critical data of officers.

The training was indeed enriching and transformational as it boosted my self-confidence and renewed my enthusiasm to deliver training. Moreover, the session on “micro-teaching” has helped to realise the importance that both course contents and delivery thereof are critical for the successful training of adults. I have no doubt that the skills and aptitude acquired will enable me to be an effective trainer as well as a good change agent for the HRMIS Project.

On behalf of all the participants, I would like to thank the to the M/Civil Service & AR for having organised such a visionary initiative.

Mrs. F. Wahedally
Office Management Assistant @ MOFED

4. INDEPENDENT QUALITY ASSURANCE ON DATA CLEANSING

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5. PAYROLL RUN 4 (PR4) - APPROACH TO “LIVE DEPLOYMENT”

Initially 40 Ministries/Departments were earmarked for PR4. Some 10 other Ministries/Departments, which will be completing the data cleansing exercise by mid-March 2016 will be also accommodated in the first batch for PR4.

6. UPCOMING MAJOR EVENTS - 2016

March
- Training on Basic Core HR & Payroll
  - Training of Trainers by SIL
  - Training of Champions (HR & Finance Coordinators) & Users by MCSAR Trainers
- Running of Basic Core HR & Payroll in “soft-go live” environment
- Quality Assurance Exercise

April - May
- Training of Champions & Users on Basic Core HR & Payroll by MCSAR Trainers
- Parallel Runs of Payroll
- Preparation of test cases & test scenarios for User Acceptance Testing
- User Acceptance Testing
- Quality Assurance Exercise

June - July
- Deployment of Core HR, Self-Service, Learning Management & Performance Management modules
- User Acceptance Testing

7. STAKEHOLDERS OF THE HRMIS PROJECT


CONTACT US

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Finance Team  Tel: 201 3967  Email: hrmisfinance@govmu.org
MCSAR IT Unit  Tel: PABX: 405 4100 (Ext: 10048-10049-10051)  Email: mcsar-it@govmu.org

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