



Republic of Mauritius

HUMAN RESOURCE MANAGEMENT INFORMATION SYSTEM

My HRMIS Companion

PART 1

Basic Essentials

NOVEMBER 2016

Ministry of Civil Service & Administrative Reforms

...for a professional public service committed to excellence

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1. INTRODUCTION

Human Resource Management (HRM) in the Civil Service is critical towards achieving the socio-economic development programme of the country. It involves the formulation and implementation of HR policies and practices that need to ensure an efficient and effective public-service delivery by people with the right mix of talent, skills and attitude.

The Civil Service of Mauritius has a workforce of about 55,000 employees who are posted to Ministries/Departments. At present, all HR issues in respect of these public officers are being handled manually, due to which HR Divisions of Ministries/Departments find themselves bogged down with cumbersome transactional matters. Consequently, they are not able to devote enough attention to strategic tasks which would have brought added value and credibility to their operations and their organisations.

To enhance administrative efficiency and to also enable HR play its role more effectively, the Ministry of Civil Service & AR (MCSAR) is implementing an unprecedented reform initiative, namely *the integrated Human Resource Management Information System (HRMIS) project*.

The integrated HRMIS comprises five (5) Oracle based modules namely **Human Resource (HR), Payroll, Self-Service, Learning Management and Performance Management**. It aims at strengthening the links among Policy Analysis, Planning and Budgeting through the availability of a central on-line human resource database of Civil Service employees, streamlining and re-engineering HR and Payroll business processes, improving communication and sharing of information among government agencies, facilitating the implementation of performance management for greater efficiency and effectiveness and also empowers employees through the Self-Service application. The benefits to be derived from the HRMIS will be from three (3) perspectives - **employees, management of human resources and organisation**.

The successful implementation and sustenance of the HRMIS will highly depend on the effectiveness of the training to be imparted to end-users so as to equip them with necessary **knowledge, skills and aptitude**. "My HRMIS Companion" has been prepared to foster end-users understanding, including newcomers, for the proper use of the HRMIS at their respective workplace.

2. HRMIS MODULES

The integrated HRMIS comprises five (5) Oracle-based modules:

Human Resource	HR functions facilitated by the System (e.g. strategic human resource planning, computation of <i>passage benefits</i> , ...)
Payroll	Monthly payroll of employees generated by the HRMIS Filling-in of variation forms will no longer be required
Self Service	Civil Service employees empowered to view their personal records (e.g. basic data, leave records, passage accounts, car loan balance, salary drawn)
Learning Management	Training activities coordinated in a systematic way
Performance Management	Online performance monitoring of employees & continuous assessment of officers

3. OBJECTIVES OF HRMIS

- strengthen link between Policy Analysis, Planning and Budgeting, due to availability of a Central on-line human resource database of civil service employees along with an appropriate management information system
- render simple and easy the transactional aspects of human resource (HR) issues, ranging from recruitment to retirement, to decrease administrative burden and duplication-at all levels.
- simplify and re-engineer HR related business processes
- provide accurate and up-to-date information on employees for better talent management
- streamline information flows across the Civil Service, thus improving communication and sharing of information, in a linear and vertical fashion
- enable transactions relating to payroll, pensions, passages to be effected in a more coordinated and cost-effective manner
- facilitate data analysis for better monitoring and decision-making as well as strategic planning
- relieve senior staff, to a very large extent, from routine administrative tasks
- facilitate implementation of Performance Management for greater efficiency and effectiveness in the Civil Service
- empower Public Officers to access their personal details and to also facilitate their interaction with HR and Finance Divisions.

HRMIS = la transparence, la bonne gouvernance et l'excellence

4 BENEFITS OF HRMIS

HRMIS will provide a large gamut of facilities which will bring meaningful change in the way HRM is practised in the Civil Service of Mauritius. The benefits to be derived from the HRMIS will be from three (3) perspectives - **employees, management of human resources** and **organisation**.

EMPLOYEES

- facilitate communication between Supervisors and employees
- reduce manual and overlapping of duties contributing to increased motivation and productivity
- empower users/employees through Self-Service application, thereby reducing dependency on HR and Finance Divisions
- better work environment

MANAGEMENT OF HUMAN RESOURCES

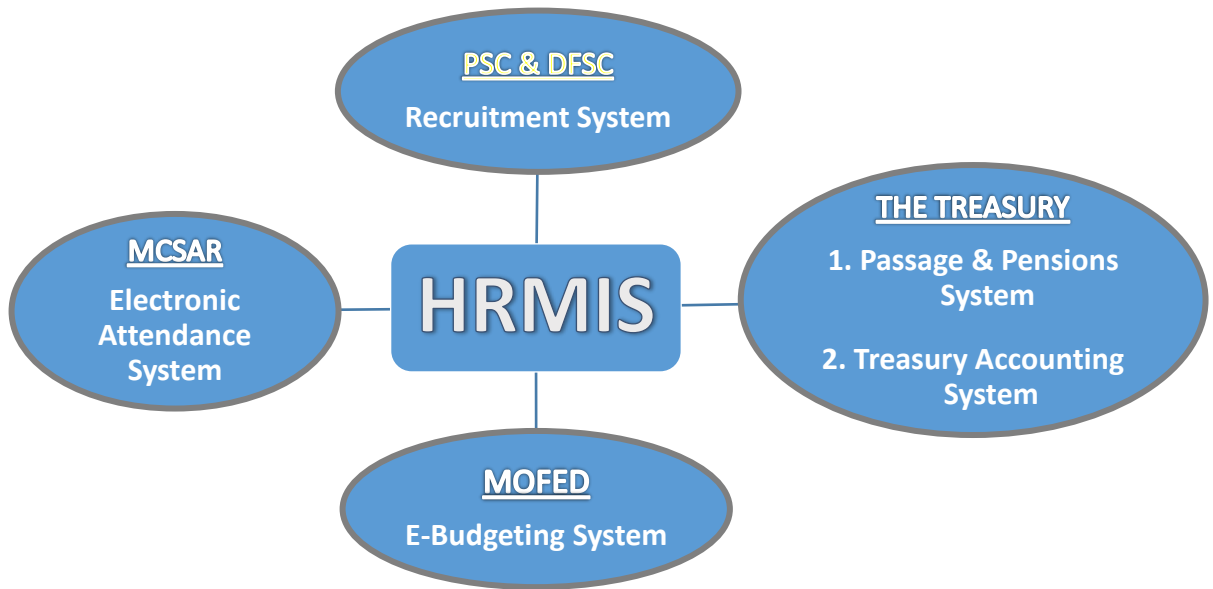
- centralised repository of HR transactions providing for integrated, accurate, fast and reliable human resource information
- consistency in the application of HR rules, regulations and procedures across the Civil Service
- Synergy between HR & Finance Divisions
- HR people relieved from cumbersome transactional activities for a more strategic role
- centralised collection of information will help in quickly generating and faster analysing statistical reports thereby enabling faster and better decisions
- improved record management and retrieval of information through automated reporting system

ORGANISATION

- Availability of a central Human Resource database
- Enhanced communication among Ministries/Departments
- human resource activities (*recruitment to retirement*) standardized
- Strategic human resource management facilitated
- Enhanced productivity
- Considerable reduction in use of paper

5. HRMIS INTERFACING WITH OTHER SYSTEMS

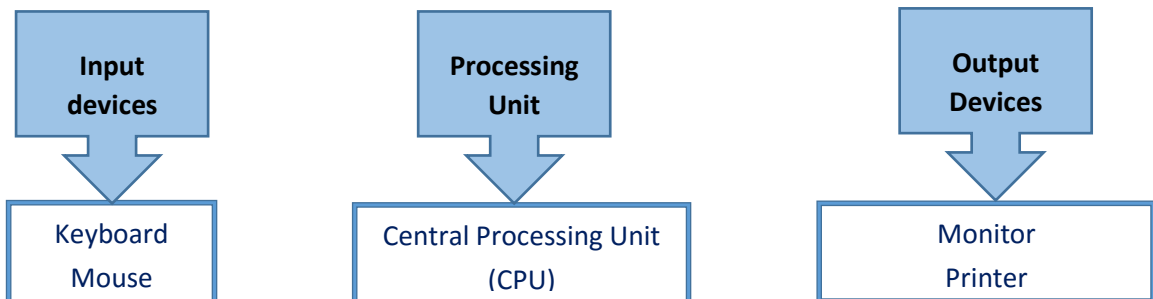
HRMIS will be connected to other computerised systems:



6. HARDWARE AND SOFTWARE OF PC @ THE WORKPLACE

6.1 Understanding the peripherals (components/devices) connected to a PC (Appendix A, Pg No. 9)

Components of a PC



6.2 Network and main components (Appendix B, Pg 18)

6.3 Some Preventive Measures



- Always keep your equipment clean
- maintain a cool temperature in the office environment
- ensure that cables are well fixed
- Unplug electric cables during cyclonic period/bad weather conditions



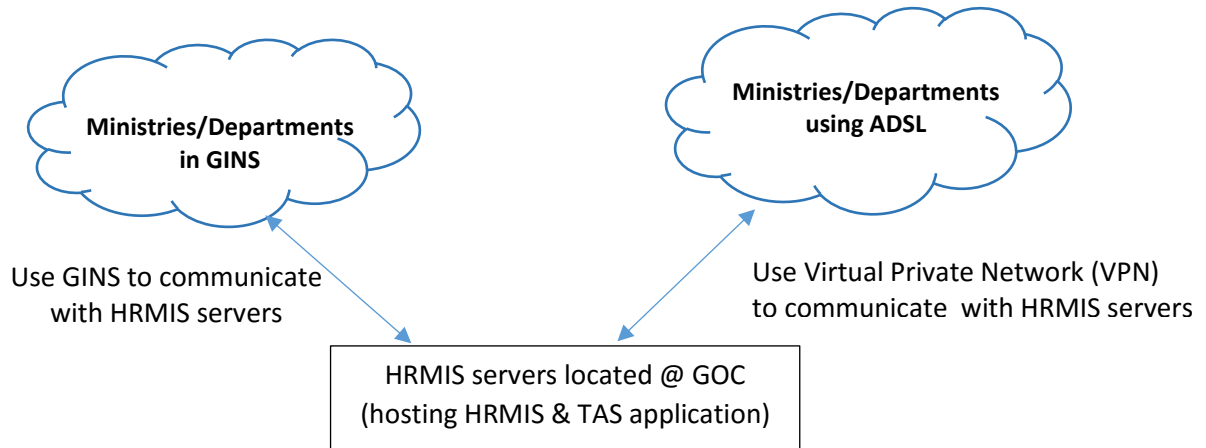
- use of power extension & multiplugs
- eating & drinking near computer, especially the keyboard
- PC located close to windows
- dangling cables which may cause incidents
- rolling chairs on cables lying on the floor area

7. THE HRMIS ENVIRONMENT

7.1 Topography

The HRMIS is a web based application whereby all data are stored in a centralised database. The HRMIS servers are hosted at the GOC to ensure that a secure environment is available 24/7.

Below is a simplified diagram showing how various Ministries/Departments connect to HRMIS servers.



7.2 Understanding some technical terms

<p>ADSL - Asymmetric Digital Subscriber Line</p> <p>Internet connection provided by the Service Provider</p>
<p>GINS - Government IntraNet Systems</p> <ul style="list-style-type: none"> • connects individual Government departmental networks into a secure intranet • facilitates collaboration, information sharing & co-ordination of activities within the Civil Service
<p>GOC - Government Online Centre</p> <ul style="list-style-type: none"> • focal point through which citizens & business interact electronically with Ministries/Departments • provides Internet connectivity & host applications/databases for Ministries/Departments.
<p>VPN - Virtual Private Network*</p> <ul style="list-style-type: none"> • A VPN connection enables users to connect in a secure way to a remote server using the Internet. From a User perspective, the VPN is a point-to-point connection between the user's computer the server. • Government applications hosted @ GOC are available through GINS network. A VPN connection may also be used in the absence of GINS
<p>CCU - Central Coordinating Unit</p> <ul style="list-style-type: none"> • specialised unit in the Central Information Systems Division (CISD) mandated to maintain the GINS • configures all the routers in GINS • troubleshoots network related issues & monitors network bandwidth

7.3 Connecting to the HRMIS Server

To access HRMIS application, the following tasks must be carried out sequentially:

SN	Task	Responsibility	Request by	Remarks
1	Configuration of HRMIS servers	SIL	MCSAR	Access to HRMIS by SIL is controlled by MCSAR.
2	Communicate URL of HRMIS, IP address used & port number	SIL	MCSAR	
3	Make necessary configuration @ GOC level for PCs to access the HRMIS servers	GOC	MCSAR IT Unit	
4	Configure router, in case of GINS network	CCU	MCSAR IT Unit	Routers for each building where HRMIS Users are located have to be configured.
5	Configure router where network is not maintained by CCU	Network Supplier	IT Unit of User Min/Dept or User	
6	Provide VPN access	GOC	IT Unit of User Min/Dept or User	VPN access is granted per PC/user
7	Configure PC to access HRMIS application	IT Unit of User Min/Dept or User	HRMIS User of Min/Dept	

7.4 Minimum requirements for PC to access the HRMIS

- HRMIS should be preferably accessed through Internet Explorer.
- Technical Requirements outlining combinations of Internet, Browser & Java Runtime Environment (JRE) Streams (**Appendix B, Pg 24**)
- Configurations of PCs to access HRMIS (**Appendix C, Pg 25**)
- Basic Troubleshooting Tips - Diagnosing issues in HRMIS Configuration (**Appendix D, Pg 30**)

8 PASSWORD MANAGEMENT

8.1 Login into Oracle/HRMIS

After first time login into the HRMIS, the end-users should change their passwords.

8.2 Creating Strong Passwords

Use alphabets (uppercase & lowercase) + numbers + special characters (e.g @, _, %)
 Passwords should contain at least **8 characters**
 (e.g. P@\$\$w0rd)

8.3 Preventive measures



- access HRMIS with your username & password
- log out of HRMIS when you are not using your PC
- lock your PC when you leave your seat (press on 'Ctrl + Alt + Del')
- review your password regularly
- use passwords which you can remember easily



- share password
- allow other users to access HRMIS with your logins

9 DATA



- Data is information produced/stored in a computer system.
- Information is processed & organised data, which is used for computation, analysis, planning and decision making

Good decision-making heavily relies on the availability of quality data, which is the lifeblood of organisations.

Characteristics of quality data:

- **Accuracy:** data is correct
- **Completeness:** data is complete & self-contained
- **Timely:** data is available when required

9.1 Data Security

HRMIS is a secure system with inbuilt security features such as audit trail which keeps track of logins and user activities. However, Users should keep data confidential and restrict unauthorised access thereto with their logins, i.e. they should not give their logins to anyone.

Access to HRMIS depends on pre-defined roles of Users, which are set, controlled and managed centrally by the Data Steward, with the support of the Data Controller, and the Data Management Committee also, where necessary.

Users should refrain from accessing data for which authority has not been granted.

9.2 Data Governance Framework

To effectively manage employees' data, MCSAR has designed a customised Data Governance Framework (DGF) for the HRMIS, which has been vetted by the Attorney's General's Office and the Data Protection Office. The aim thereof is to set specific guidelines and to maintain adequate control on data management by its stakeholders (Users, Supervisors ...).

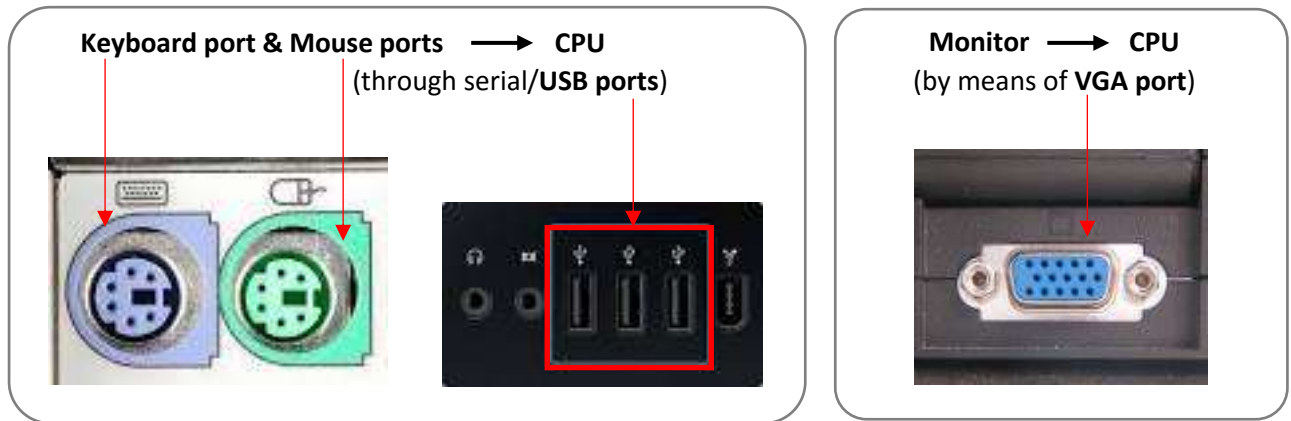
The DGF is a self-contained document for HRMIS users, stipulating principles to be observed while dealing with data (data sharing, manipulation, storage...) and also defining all the Dos' and the Don'ts for stakeholders.

The proper maintenance and sustainability of HRMIS will depend on proper use of the DGF. The DGF may be subject to amendments to suit the changing needs of the civil service.

NOTE: Non-compliance of the DGF will affect data integrity, and might be costly to the Government. In view thereof, officers causing an offence may be prosecuted under the Data Protection Act or any other relevant laws of Mauritius.

APPENDICES

1. Connecting/disconnecting PC components via ports



2. Power cable

- connects the CPU/monitor to a power socket
- should be connected to power sockets **ONLY**
(Power extensions with surge protector may be used if really required)

APPENDIX A1 – Precautions to be taken



**Avoid kettles
to prevent overloading
of power consumption**

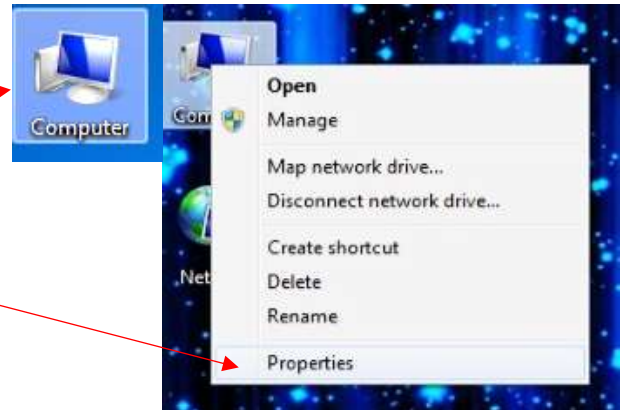
Operating System (OS)

An OS is the software which manages the memory, processes and all software & hardware of the PC. The OS allows the PC to communicate with the computer without knowing how to speak the computer's language.

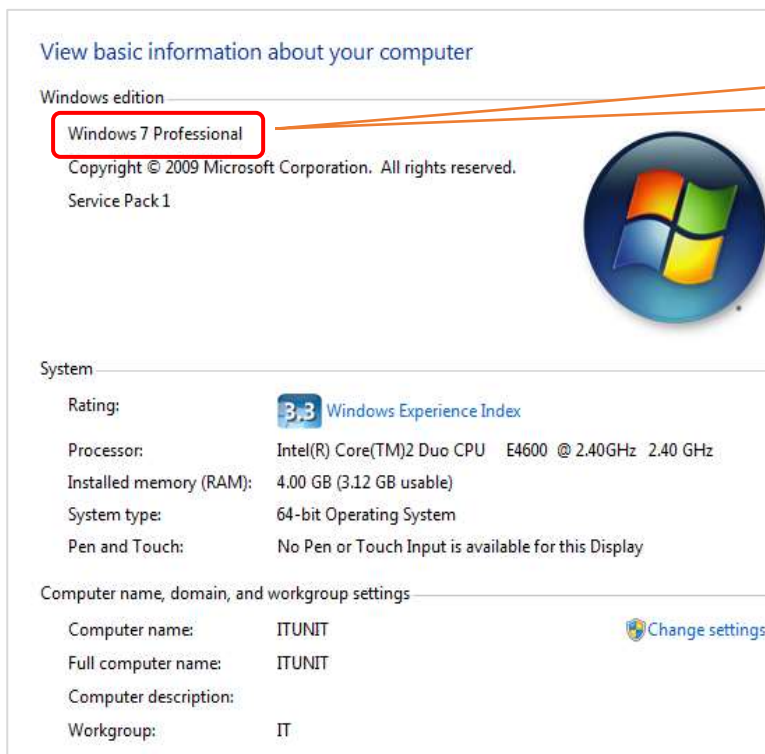
Windows OS is most commonly used in Government.

How to check Windows version installed?

- (i) Select '**Computer**' from desktop
- (ii) Upon right click, the follow menu will be displayed.
- (iii) Click on '**Properties**'.



The following Information will be displayed.

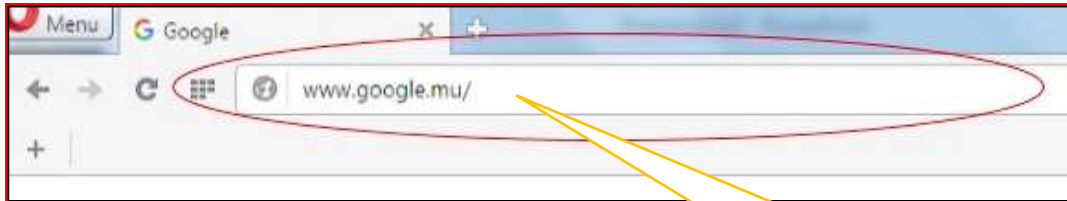
A screenshot of the Windows System Information window. The title bar reads 'View basic information about your computer'. Under 'Windows edition', 'Windows 7 Professional' is highlighted with a red box. Below it, the text reads 'Copyright © 2009 Microsoft Corporation. All rights reserved.' and 'Service Pack 1'. A Windows logo is shown to the right. The 'System' section lists: Rating: 3.3 Windows Experience Index; Processor: Intel(R) Core(TM)2 Duo CPU E4600 @ 2.40GHz 2.40 GHz; Installed memory (RAM): 4.00 GB (3.12 GB usable); System type: 64-bit Operating System; Pen and Touch: No Pen or Touch Input is available for this Display. The 'Computer name, domain, and workgroup settings' section lists: Computer name: ITUNIT; Full computer name: ITUNIT; Computer description: (empty); Workgroup: IT. A 'Change settings' link is visible next to the computer name.

Windows
OS version

Browser

A browser is an application program that provides a way to look for and interact with the World Wide Web.

Information is accessed on the Internet by means of a website address, also known as **URL address**.



Type URL on address bar
to access web page

User accounts

Windows provide for 3 levels of control/account:

- (i) Standard - meant for everyday computing and used by users
 - (ii) Guest accounts - used temporarily and is normally disabled
 - (iii) Administrator - provides full control of the computer
- Users normally do not have administrator account*

For security purposes, the user accounts may be password protected.

Files and folders

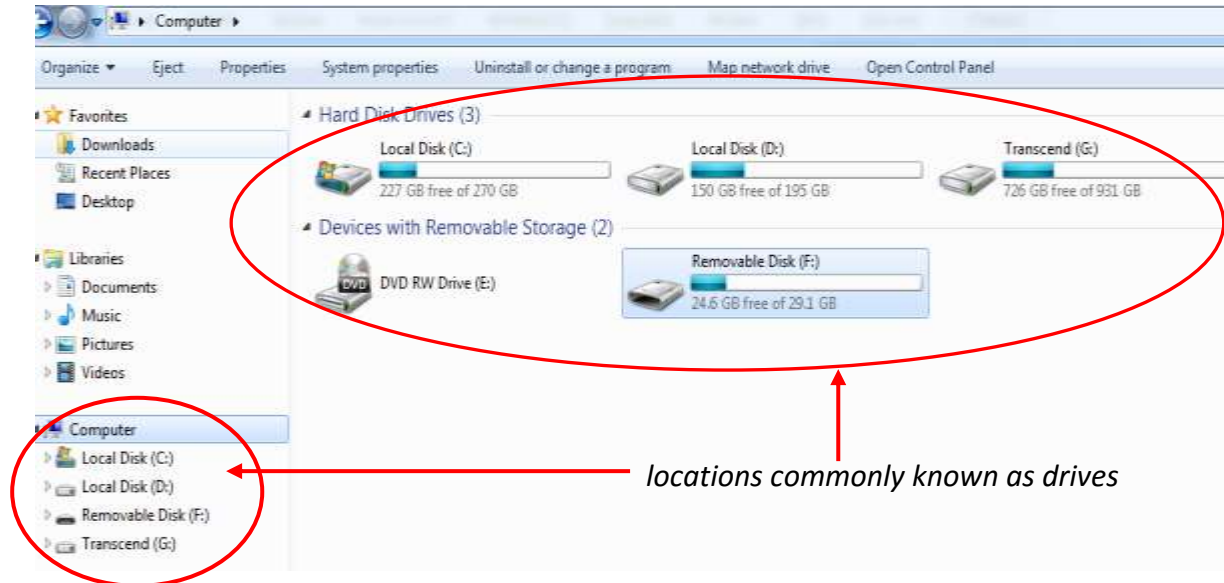
Information is usually saved in a **file**. Several files may be saved in a **folder** to better organize document and to easily locate the information required.

Users usually save files on desktop. It is advisable to

- create folders in **Drive D** (if drive D is available)
- perform regular backup in external drives such as a pen drive or external hard disk.

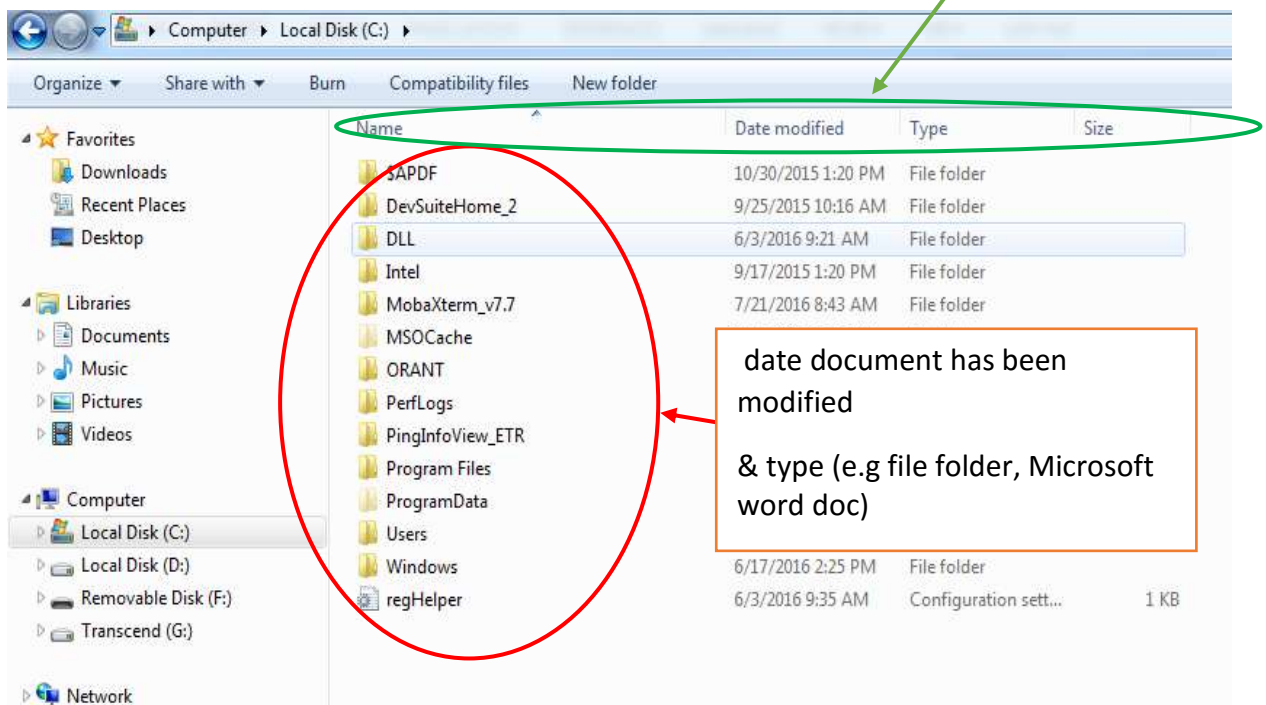
Browsing computer drives to view files/folders on PC

On desktop, double click on '**My computer**' to view files/folders stored on PC



Click on **drive** to view folders or files stored in the drive.

Information being displayed on right side may be sorted by clicking on the **header**



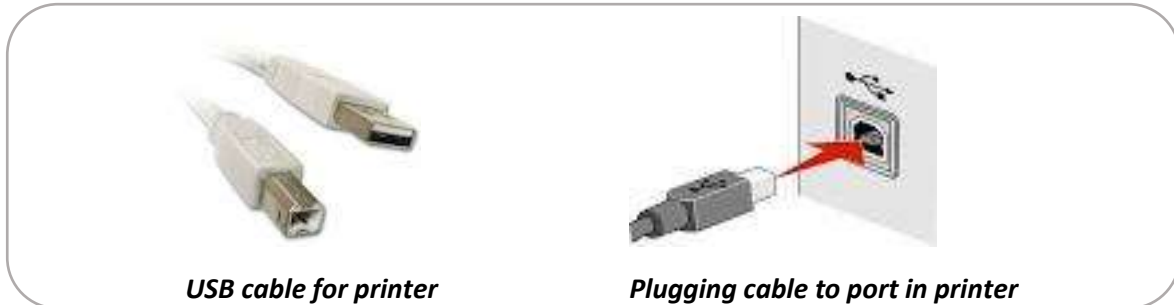
Configuration of IT equipment in the Civil Service

In the Civil Service, staff of CISD provide support to configure IT equipment. Therefore, to avoid users tampering with configurations of IT equipment, accounts with administrative rights are password protected. CISD staff do not share passwords with users so as to prevent tampering of configured IT equipment.

APPENDIX A3 – Configuration of Printer

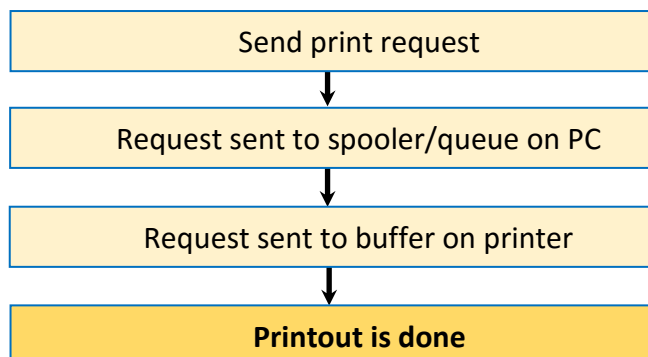
Printer

Printers are connected to a PC via USB cable

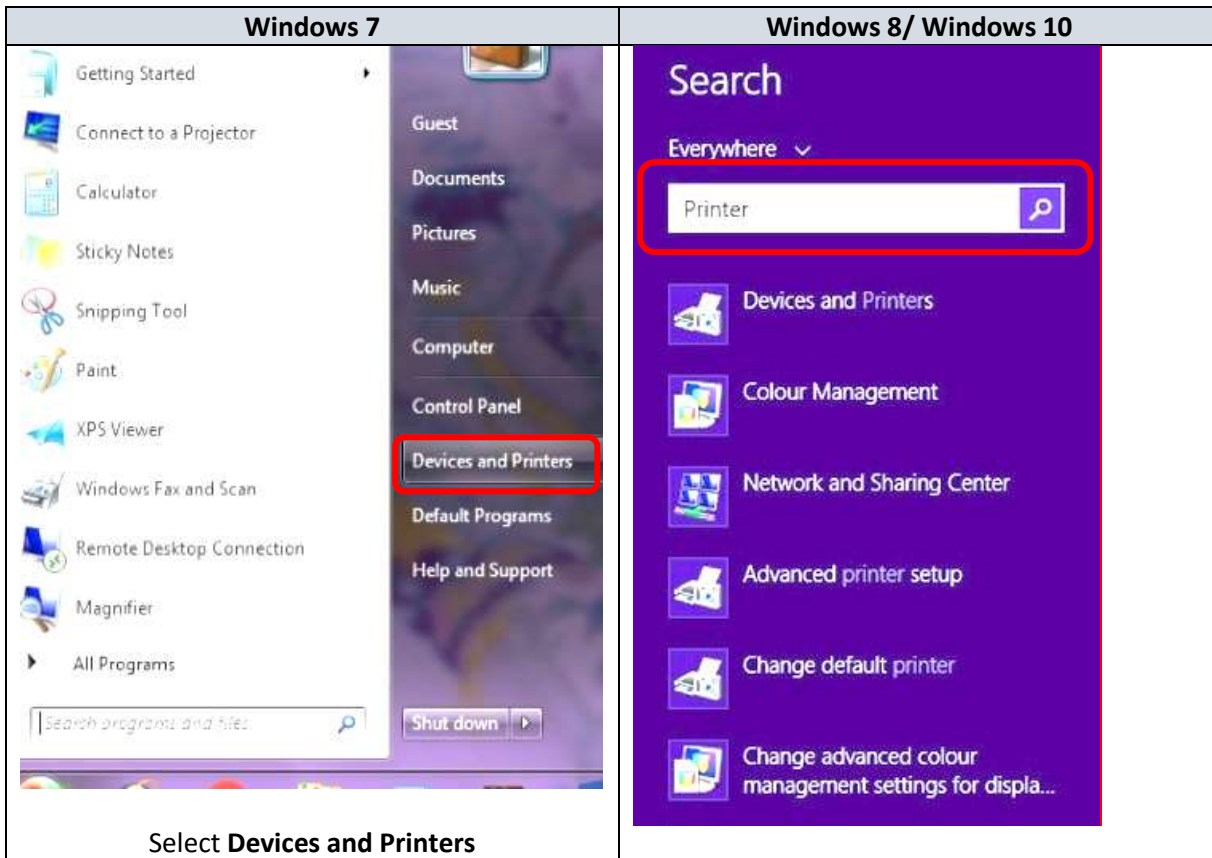


Normally 1 printer is physically connected to the PC. However, printers are often shared among users to make effective use of available resources.

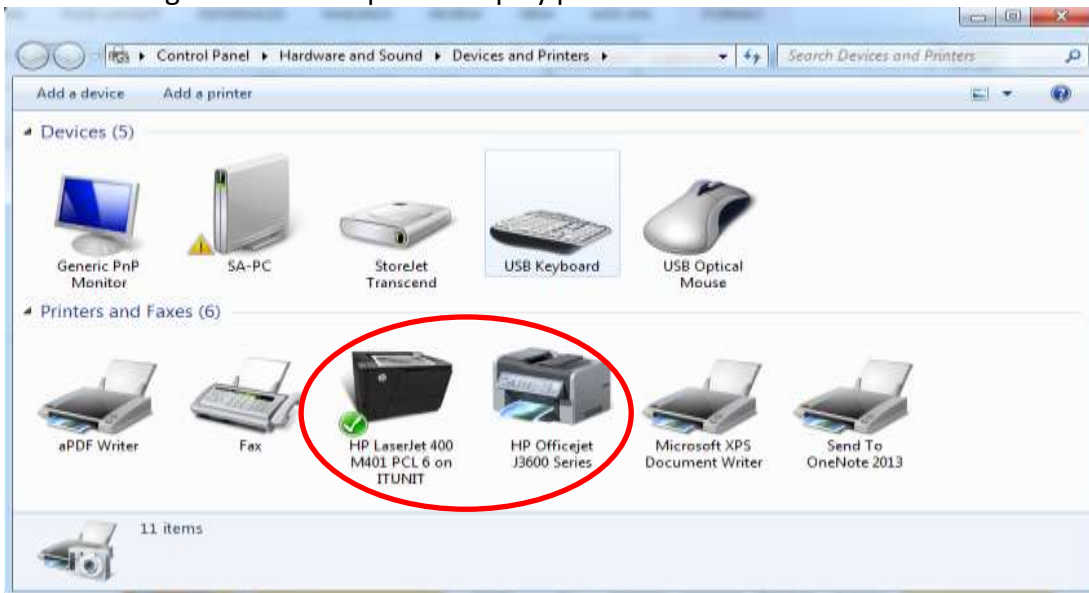
Internal processes involved while printing



To verify printers configured in your PC:



The following window will open to display printers available on the network.



default printer



Printer is online



Printer is offline
(Printer is Grayed)

Users can only print when status of printer is ONLINE. Otherwise, no printout will be generated.

Troubleshooting of printers

- Offline printers

Printer configuration	Problem	Action to be taken
Locally connected	Printer may be switched off	Switch on printer
Shared printer	PC to which printer is physically connected is switched off	(i) Switch on PC to which printer is physically connected (ii) Switch ON printer (iii) Refresh status of printer on user's PC. If printer is offline, restart PC (iv) Contact IT staff if problem persists.

- Paper jam

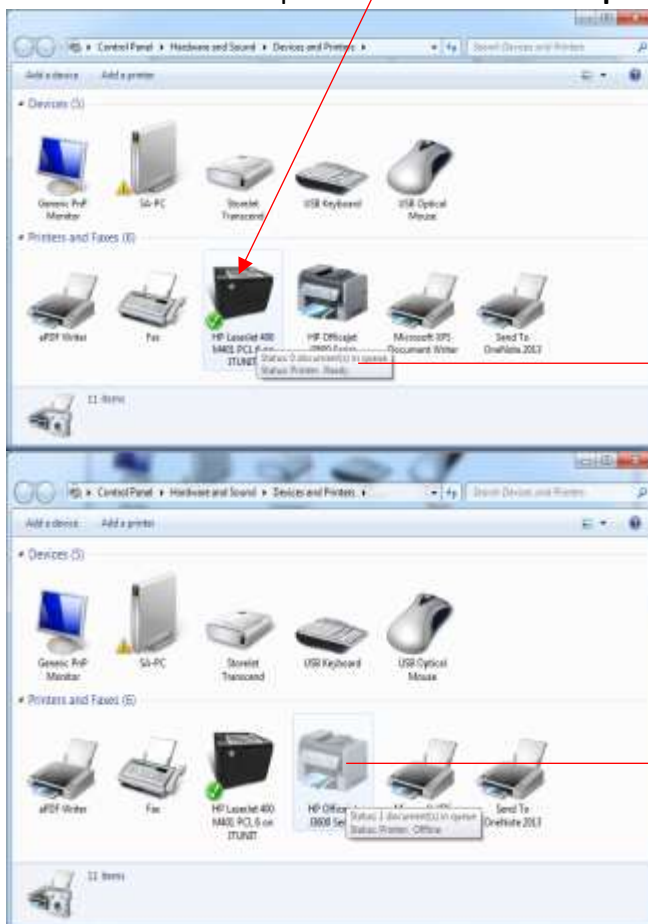
- User should carefully remove paper from printer so that no torn paper is left inside.
- Seek Support of IT staff when required.

- Printer not responding

- Print request may be queued up for some reason.

How to check print request/s which are queued?

- o Select printer (see instruction, Pg 18)
- o Place mouse over printer to view **status of printer & no. of documents** in queue



Status: 0 document(s) in queue

Status: Printer: Ready

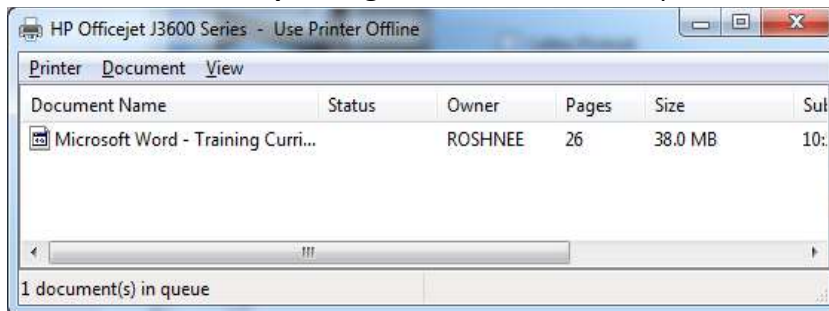
Status: 1 document(s) in queue

Status: Printer: Offline

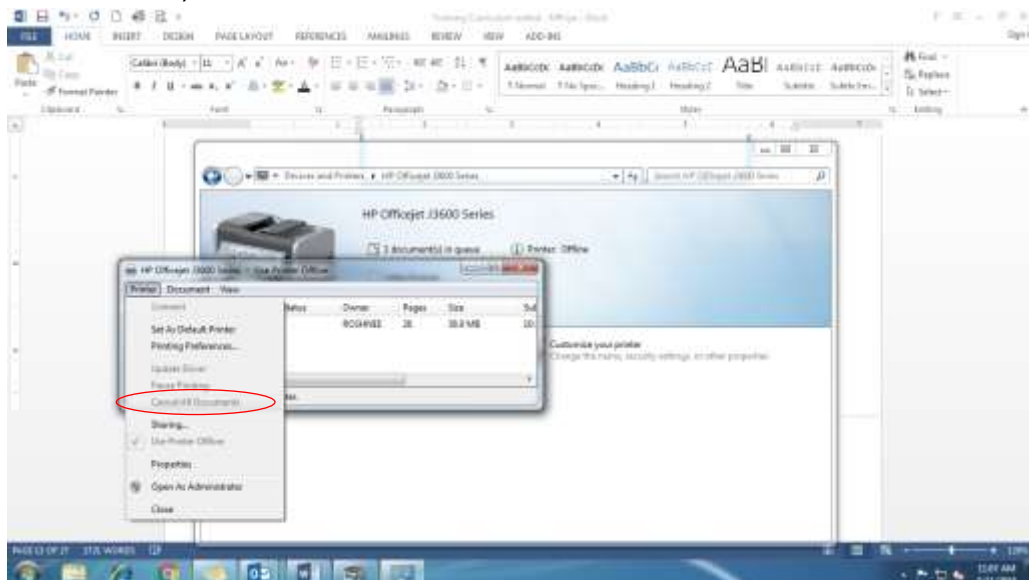
- To cancel **queued request**
 - (i) Double click on **printer icon**



- (ii) Click on **'See what's printing'** to view documents queued



- (iii) Select Printer, click on **'Cancel All Documents'**

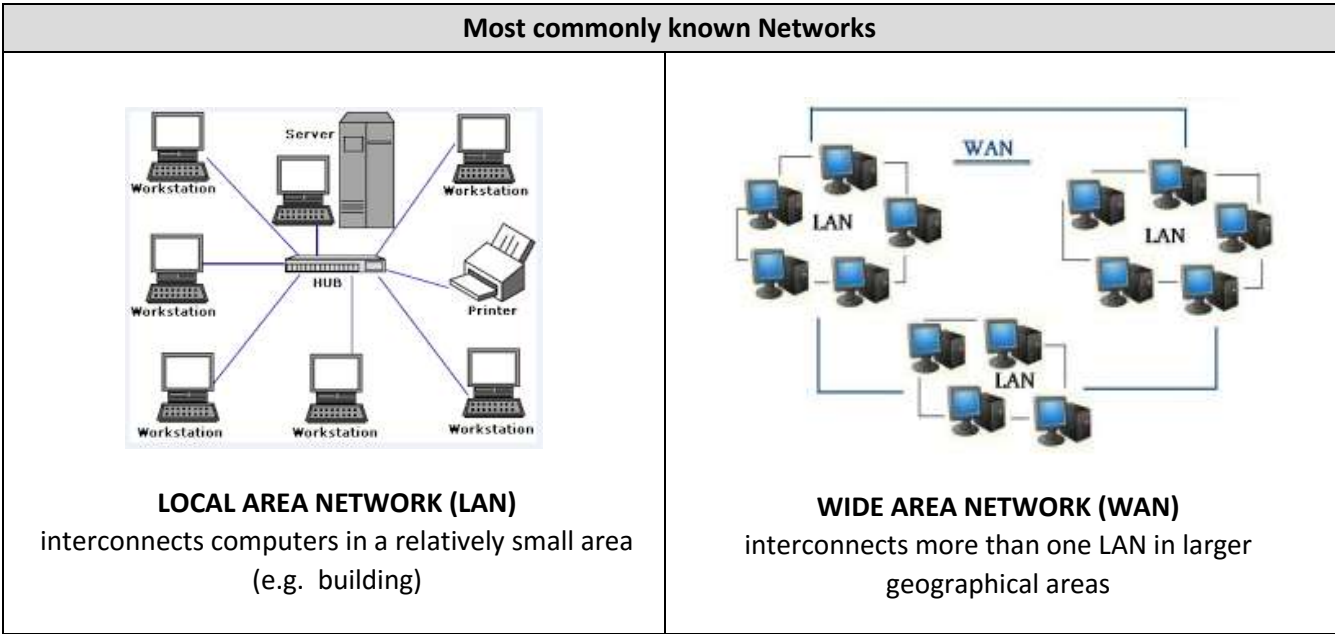


- (iv) To **cancel document stacked at buffer level** of printer queued
 - Switch off printer
 - Wait for few seconds
 - Switch on printer





Network

A network is defined as a group of two or more computer systems linked together. The network may be wired/wireless. An example of a network is the Internet.

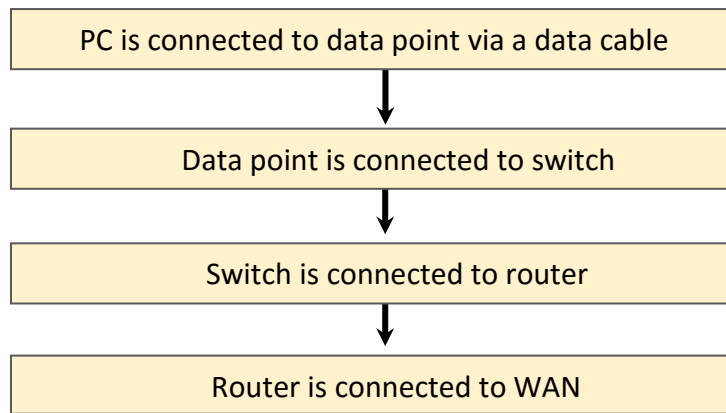
In Government, wired cables are mostly used but nowadays wireless networks are now being implemented. Currently, HRMIS will not be accessed through wireless network for security purposes.



Main components of a network

Functions of Network Components	
	Router - connects network to internet (WAN)
	Switch - acts as a bridge between the router & network points
	Data Points - Ports into which network cable from PC is physically connected to LAN
	Data /Network cables - connect PC to data point.

Each Network component is connected as follows:



1. How to connect PC to LAN?

Each PC has a network port



1. Plug each end of the cable as shown below:

First end → Network Port



Second end → data point



2. How to check status of PC Connection to Network

Status of PC connection to Network can be identified by led lights:


Led light	Status
Green/Yellow	PC properly connected to Network
Red	PC not properly connected to Network
No light	Network problem – no internet connection

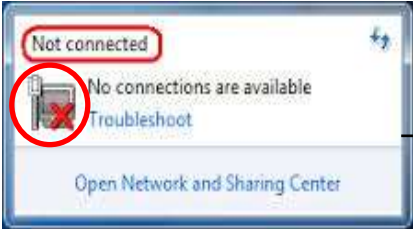
In case of no light:

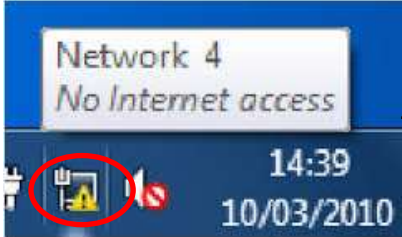
- (i) Check if data cable is well plugged
- (ii) Turn switch on, if off
- (iii) Request assistance from IT Unit/CISD Support if:
 - data cable is faulty
 - data point is faulty
 - faulty port is in switch

In Windows PC, the network icon located on the status bar (bottom right corner) indicates network status.

Status of Network

Good Network connection 

No network connectivity 

Issue with Network connectivity 

Check if data cable is well plugged.

If problem persists, request assistance from IT Unit.

IP address

An Internet Protocol address (IP address) is a numerical label assigned to each device (**e.g computer, printer**) in a network. The IP address locates a device in the network.

Internet Protocol Version 4 (TCP/IPv4) Properties

General

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

Obtain an IP address automatically

Use the following IP address:

IP address: 0.0.0.0

Subnet mask: 0.0.0.0

Default gateway: 0.0.0.0

Obtain DNS server address automatically

Use the following DNS server addresses:

Preferred DNS server: 0.0.0.0

Alternate DNS server: 0.0.0.0


Validate settings upon exit

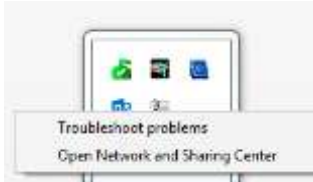
Advanced...

OK Cancel

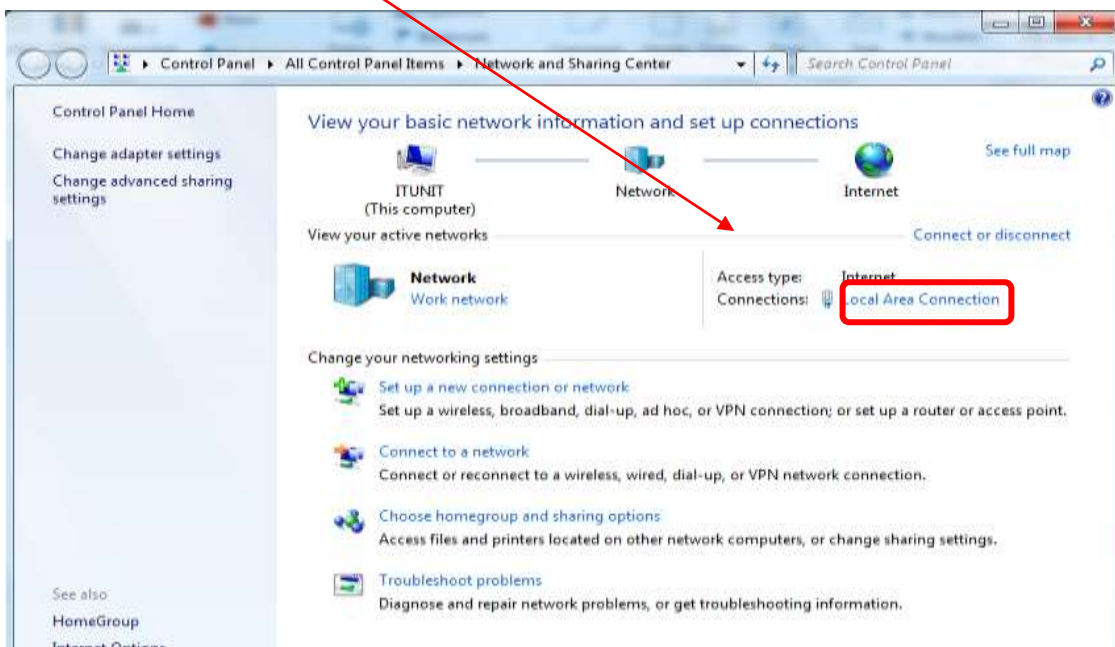
e.g. of IP address

How to check for IP address

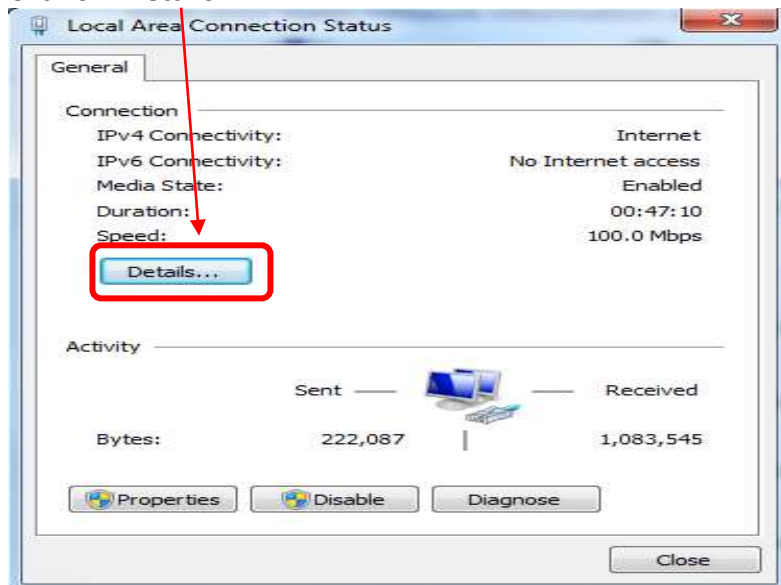
1. On Desktop, right-click on network icon 
2. Click on open Network and Sharing Center



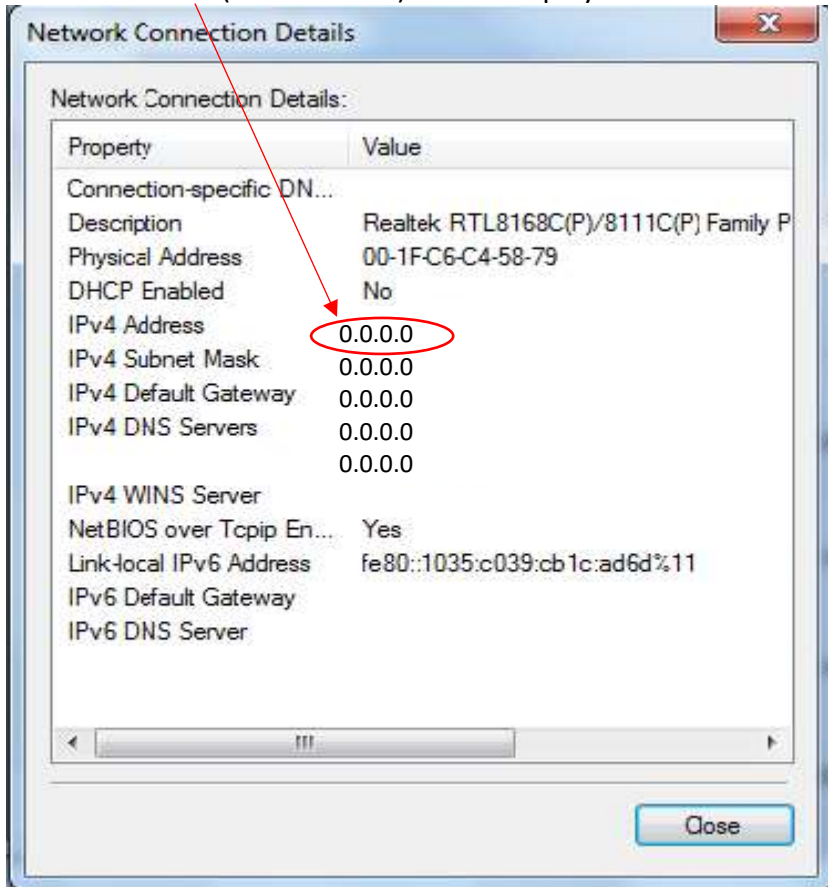
3. Click on 'Local Area Connection' or 'Ethernet'



4. Click on 'Details'



5. IP address of PC (IPv4 Address) will be displayed.



Cascading in network

It is highly recommended to request the Network supplier to cater for additional data points when additional network connection is required.

But unfortunately, very often, a switch is purchased and connected to a data point to provide for additional network points. This process is called cascading. **This practice can be done only on a temporary basis since it has a very negative impact on network performance.**



The users should liaise with the OME/IT Staff to ensure that the PC is connected to a data point.

Technical Requirements outlining combinations of Internet, Browser & Java Runtime Environment (JRE) Streams

SIL has submitted certified combinations of Internet Explorer Browser (IE) & Java Runtime Environment (JRE) streams with **minimum** versions (see Table below), where applicable

“Not Certified” cells - Windows does not support Oracle e-business suite.

Note: JRE is required to open Oracle Form in HRMIS.

Browser Version	32-bit & 64-bit			
	Windows 10	Windows 8.1	Windows 8	Windows 7
IE 11 ¹	JRE 1.8.0_51 & higher JRE 1.7.0_85 & higher	JRE 1.8.0_25 & higher JRE 1.7.0_10 & higher JRE 1.6.0_37 & higher	Not Certified	JRE 1.8.0_25 & higher JRE 1.7.0_10 & higher JRE 1.6.0_24 & higher
IE 10 ¹	Not Certified	Not Certified	JRE 1.8.0_25 & higher JRE 1.7.0_10 & higher JRE 1.6.0_37 & higher	JRE 1.8.0_25 & higher JRE 1.7.0_10 & higher JRE 1.6.0_03 & higher
IE 9	Not Certified	Not Certified	Not Certified	JRE 1.8.0_25 & higher JRE 1.7.0_10 & higher JRE 1.6.0_03 & higher
IE 8	Not Certified	Not Certified	Not Certified	JRE 1.7.0_10 & higher JRE 1.6.0_03 & higher

¹ **Internet Explorer** is only certified running Desktop Mode on **Windows 8 & higher**.
The Metro version does not support Java & is not certified for Oracle E-Business Suite

A 64 bit **JRE version is required for a 64 bit internet explorer**.

- PCs should be in good working conditions and be internet connection should be available
- Appropriate software applications (Java) should be installed in PCs
- Browsers (Google Chrome & Internet explorer, Firefox) should be available in PCs

APPENDIX C – Configuration of PCs

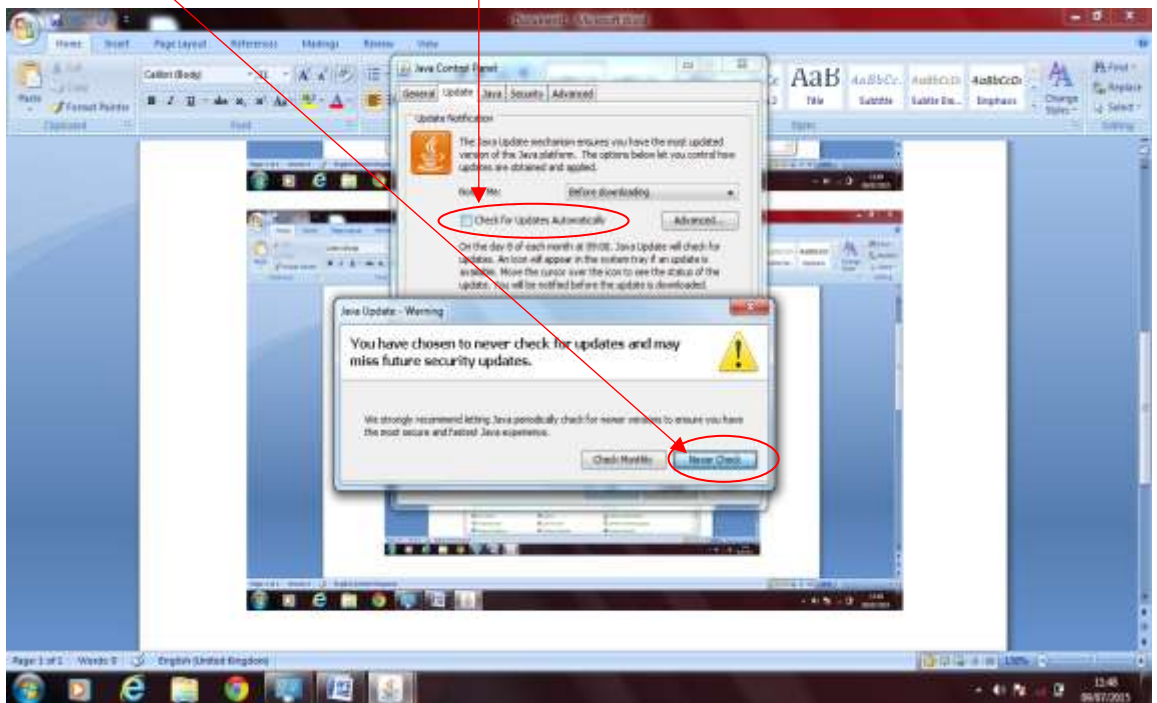
Prior to configuration of PC, section “Connecting to HRMIS server” should be completed.

Configuration of PCs

1. Install Java version 6 Update 7

- Uncompress the attached compressed file oaj2se.zip
- Click on oaj2se.exe file to install java version 6 update 7
- Go to **Control Panel, Java Control Panel, Update.**

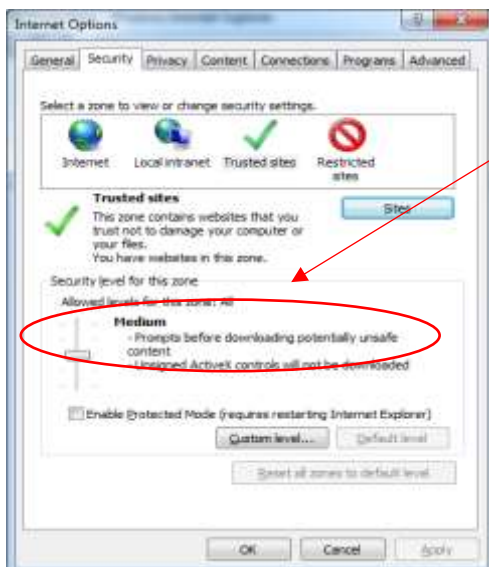
Ensure that ‘*Check for Updates Automatically*’ is **NOT** checked. Click on **OK**. Select ‘*Never check*’.



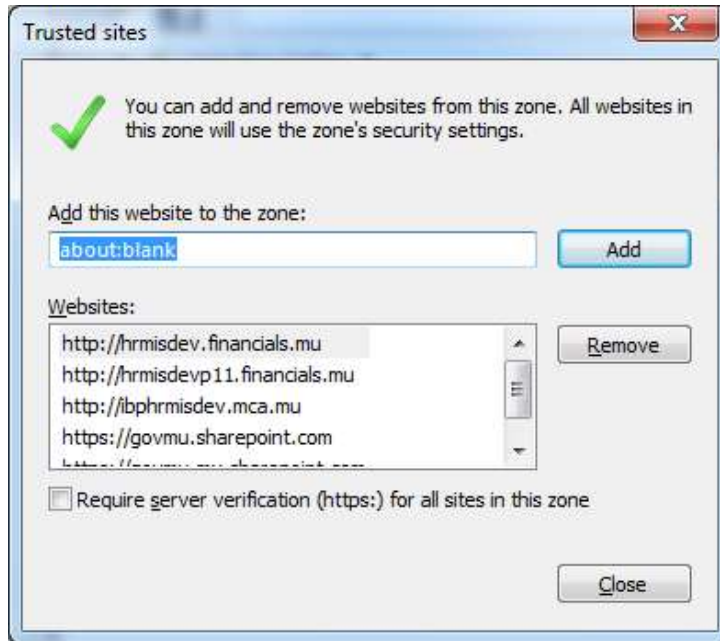
2. Login as User profile

3. In Internet Explorer browser,

- Go to **Tools-> Internet options-> Security->trusted sites.** Set ‘*Security level for this zone*’ to **medium**

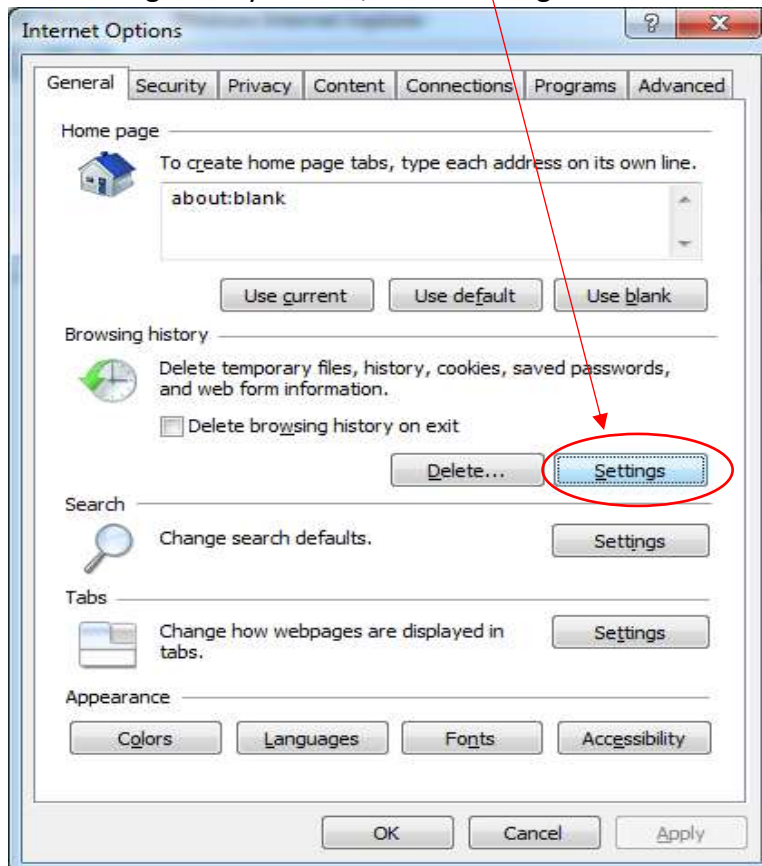


- b. Click on 'Sites' to add URL to 'Trusted sites'

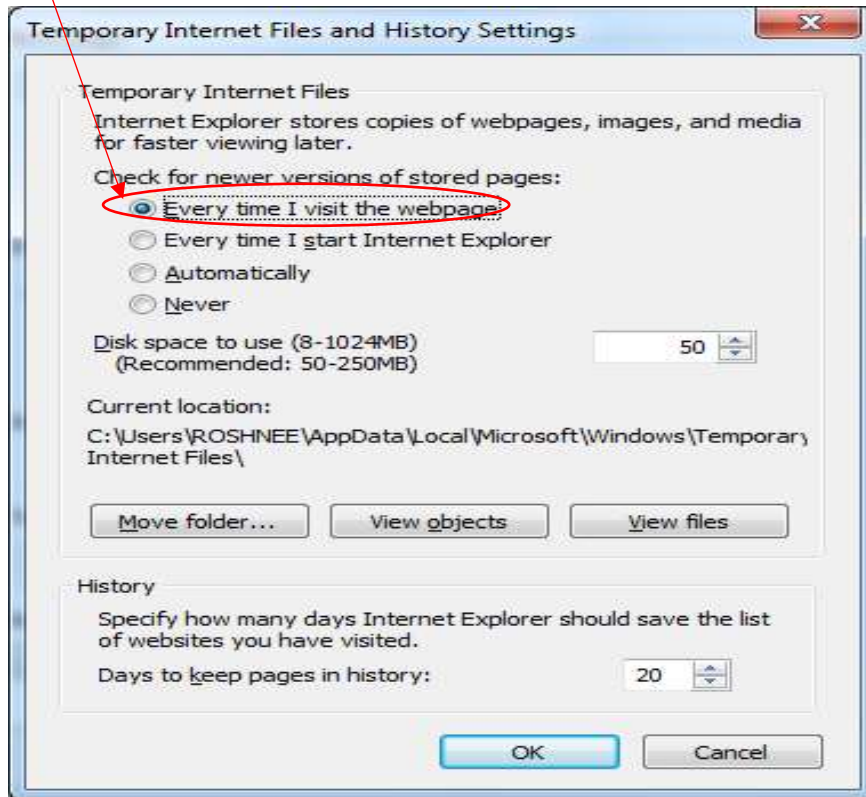


Uncheck 'Require server verification (https: for all sites in this zone)
Add HRMIS url to trusted sites

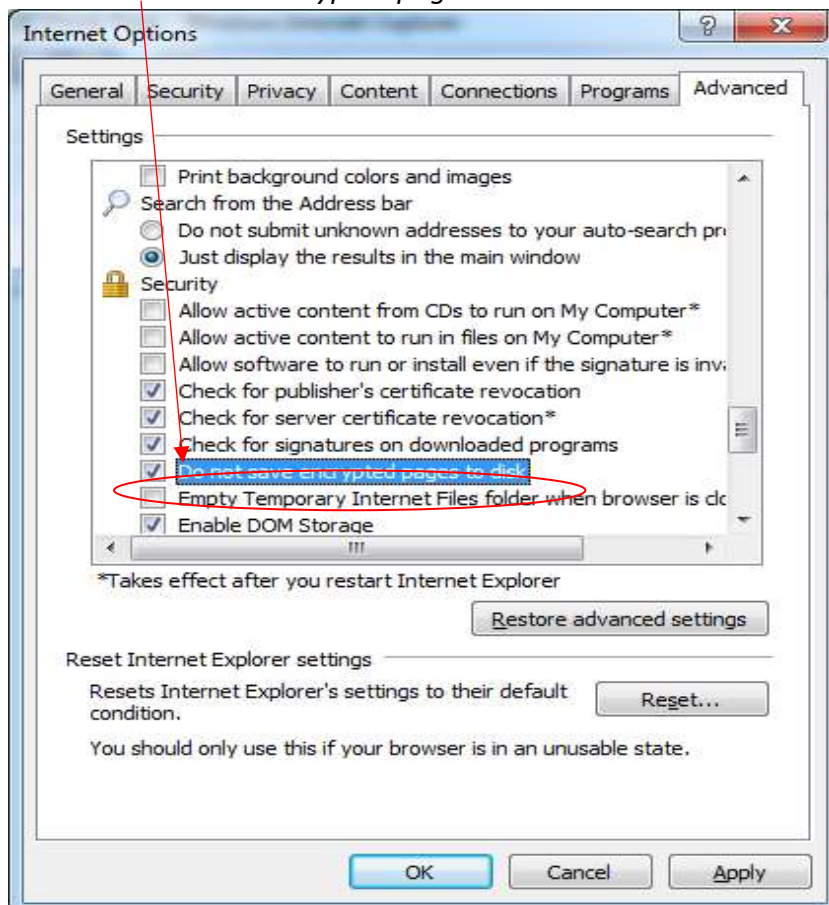
- c. Go to Tools-> Internet options-> General
In Browsing History section, select Settings



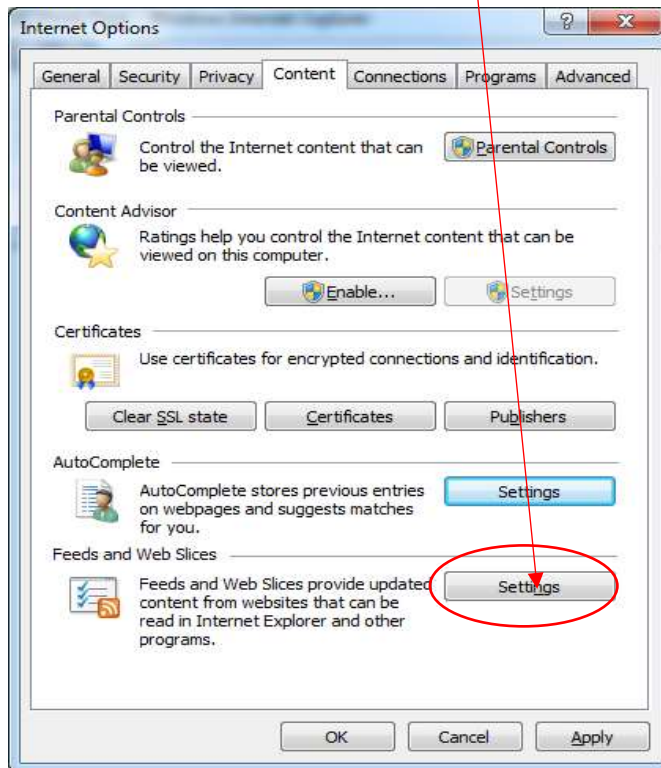
Select 'Every time I visit the webpage'



- d. Go to **Tools-> Internet options-> Advanced**
Check '*Do not save encrypted pages to Disk*'

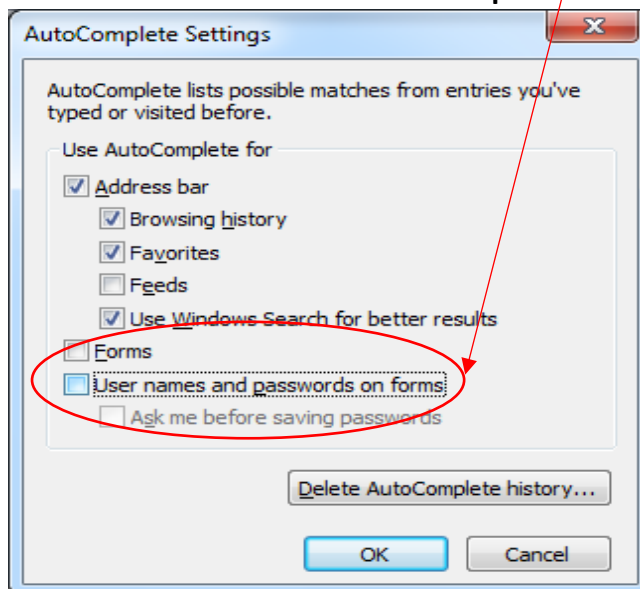


- e. Go to **Tools-> Internet options-> Content**

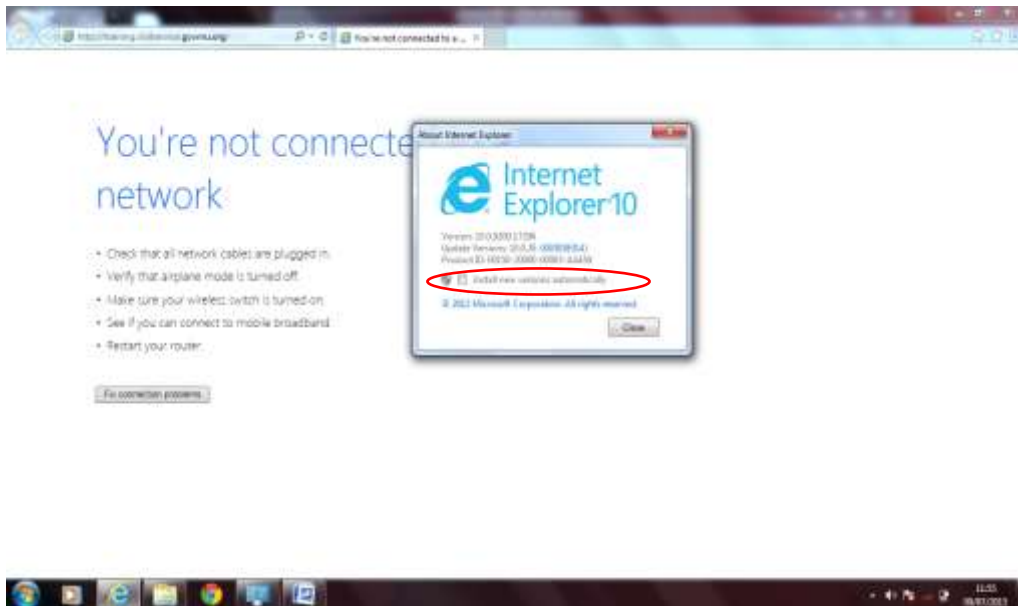


In AutoComplete section, select 'Settings'

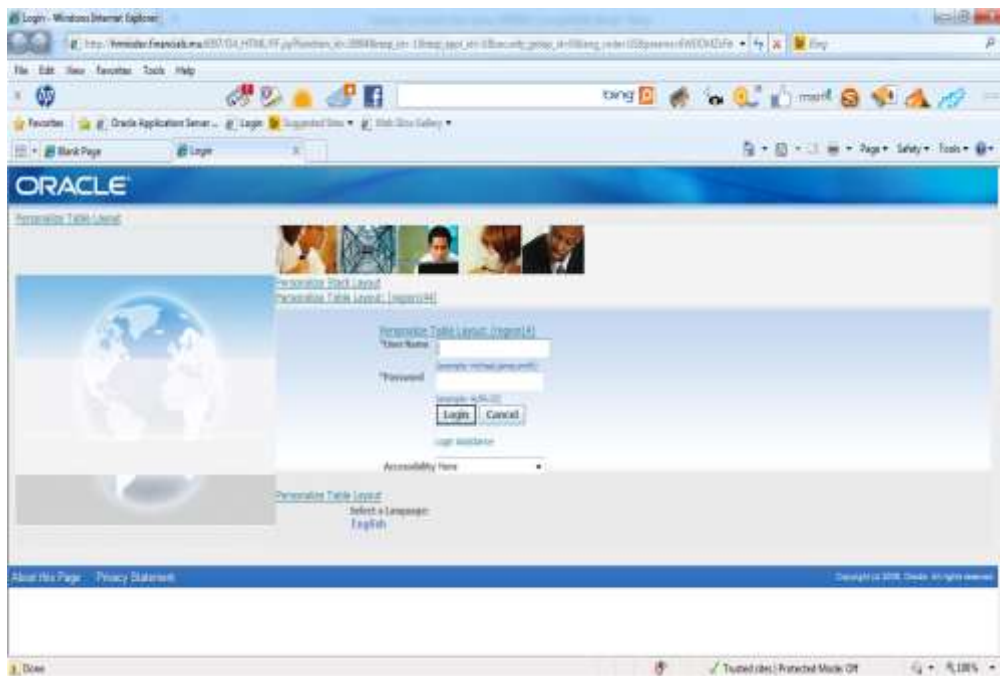
Uncheck 'Forms' & 'User names and passwords on forms'



- f. Go to Internet explorer-> Tools->Pop-up Blocker, select Turn off Pop-up Blocker
- g. Go to Internet explorer-> Tools-> SmartScreen Filter -> select Turn off SmartScreen Filter
- h. In internet explorer versions higher than 10, add url in Internet explorer-> Tools-> Compatibility View Settings
- i. Disable automatic update of internet explorer browser.
Go to About Internet Explorer, ensure that 'Install new versions automatically' is **NOT** checked.



To test if the HRMIS login page is accessible, type the **HRMIS URL** on the **URL address bar**



Save the **HRMIS URL** in **favorites**

Create a **shortcut on desktop** for users to easily access the **HRMIS login page**

- **Impact of changing PC configuration**

When an application has been successfully configured & the application is functioning properly, the following may disrupt HRMIS from being accessible

- change in configuration of the browser.
- upgrade of the browser

- New versions of browser need to be tested.

- some amendments may be required for the application to work properly
- users **should not** make any upgrade/configuration change, unless instructed by IT staff.

APPENDIX D – Diagnosing issues in HRMIS configuration

Diagnosing issues in HRMIS configuration

SN	Problem	Possible source of problem	Classification of problem	Is HRMIS accessible from other sites?
1	Login page of HRMIS cannot be displayed on any PC at the site.	HRMIS server is down	External Server	No
		GOC has not opened access to HRMIS	External Server	No
2	Login page of HRMIS cannot be displayed on only a few PCs on site.	Router of user organisation have not been configured to access HRMIS	External Network	Yes
		Network issue on site	Internal Network	Yes
		PCs were not configured properly	Internal PC	Yes
3	Login page of HRMIS is displayed but user cannot login to HRMIS.	Network related issue (faulty data point, faulty network card, cable not properly plugged)	Internal Network	Yes
		PCs were not configured properly	Internal PC	Yes
4	User can login to HRMIS but have no privilege/ responsibility in application.	User does not have his own login/password to login with HRMIS	No login	Yes
		User has his own login/password but application is not accepting login name/password.	Password	Yes
5	User can login but form is not being displayed.	Responsibility of user has either not been defined or expired for some reason	Wrong login	Yes
		Some configuration issue.	Internal PC	Yes

Note to users:

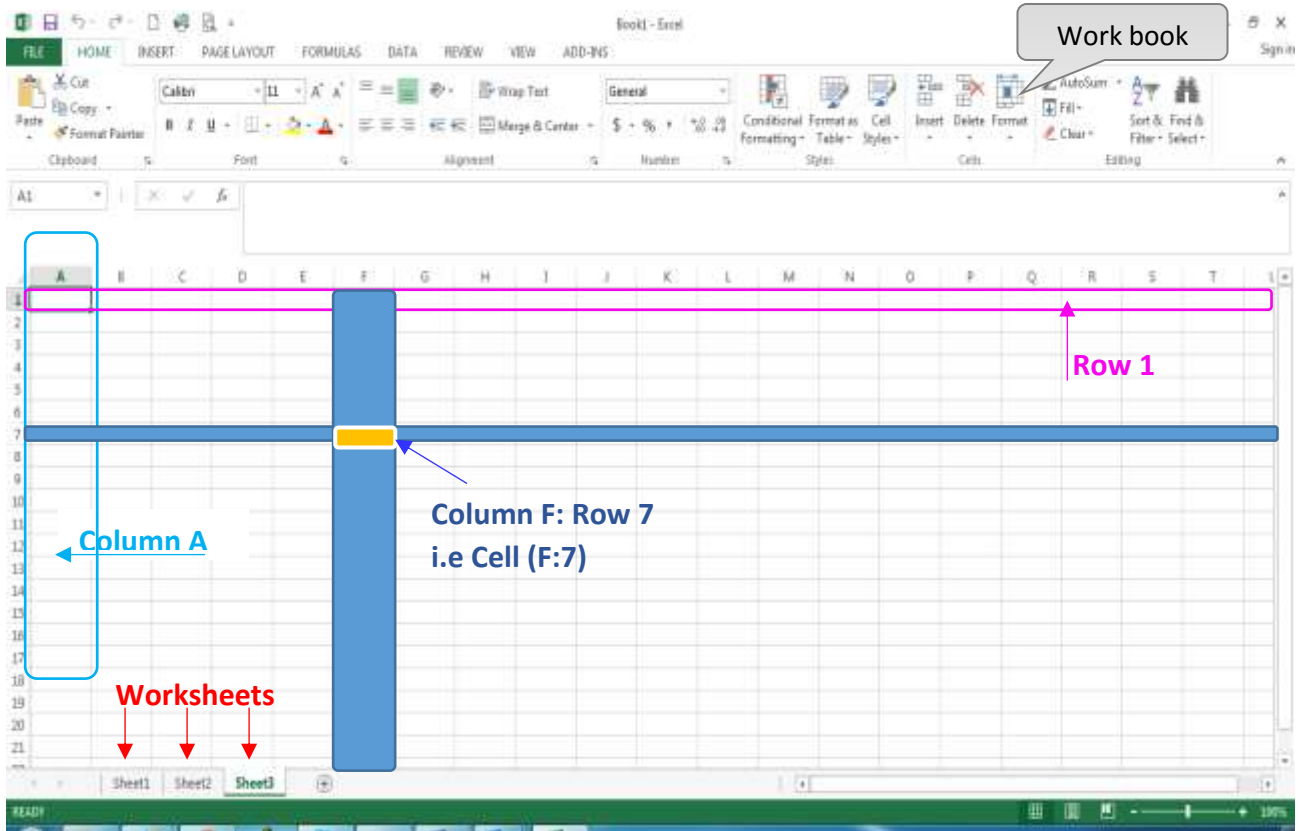
- In order to identify source of problem that may be applicable, it is advisable for the user to liaise with a colleague on any other site to check whether HRMIS is accessible and is working fine in other sites.
- Always check message displayed on status bar. If any, proceed as advised by message, but **do not download or upgrade any application.** In case of doubt, seek assistance from IT Unit.

Classification of problem	Action to be taken by User	Action to be taken by Min/Dept/CISD Support Service	Action to be taken by MCSAR IT Unit	Action to be taken by HRMIS Unit
External Server	Inform IT Unit of your Min/Dept or CISD Support Service, if no CISD staff is posted @ Min/Dept	Check whether HRMIS server is accessible Confirm with MCSAR IT Unit whether HRMIS is up and running in other sites	Liaise with SIL and/or GOC to sort out server issue	
External Network	Inform IT Unit of your Min/Dept or CISD Support Service, if no CISD staff is posted @ Min/Dept	Check whether HRMIS server is accessible Liaise with CCU or network supplier to sort out network issue		
Internal Network	Inform IT Unit of your Min/Dept or CISD Support Service, if no CISD staff is posted @ Min/Dept	Troubleshoot problem. Liaise with CCU and/or supplier, if necessary		
Internal PC	Inform IT Unit of your Min/Dept or CISD Support Service, if no CISD staff is posted @ Min/Dept	Verify whether PC is properly configured		

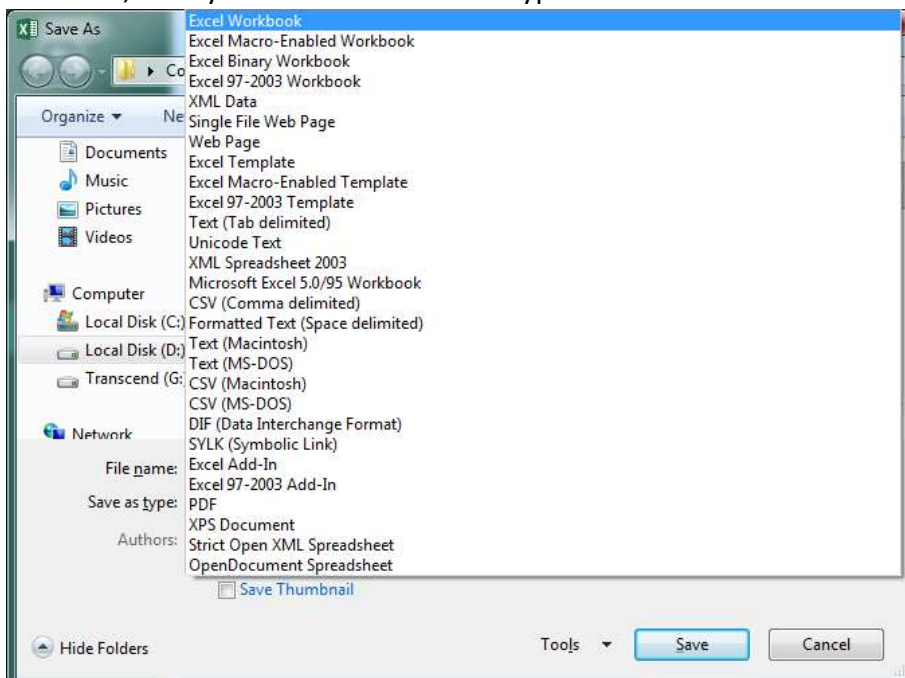
Classification of problem	Action to be taken by User	Action to be taken by IT Unit of Min/Dept/CISD Support Service	Action to be taken by MCSAR IT Unit	Action to be taken by HRMIS Unit
Password	<p>Check status of 'CAPS LOCK' and 'NUM LOCK' on keyboard and retry</p> <p>Check whether correct application is being accessed</p> <p>Try to login on another PC to make sure that username and password used are valid.</p> <p>If problem persists, inform HRMIS Unit</p>			<p>To liaise with MCSAR IT Unit to sort out issue</p>
No Login	<p>Request for login by following procedures set out in the Data Governance Framework</p> <p>Submit request to HRMIS Unit</p>			<p>To liaise with Unit concerned to create login/password and ensure that user is provided correct login</p>
Wrong login	<p>Inform HRMIS Unit</p>			<p>To liaise with Unit concerned to sort out issue and ensure that user login issue is sorted out</p>

APPENDIX E - Using Microsoft Excel to generate Customised Reports

Microsoft Excel is a very helpful tool to manipulate and/or customise data. An excel workbook (file) may contain several work books. Each work book is made up of grid cells.

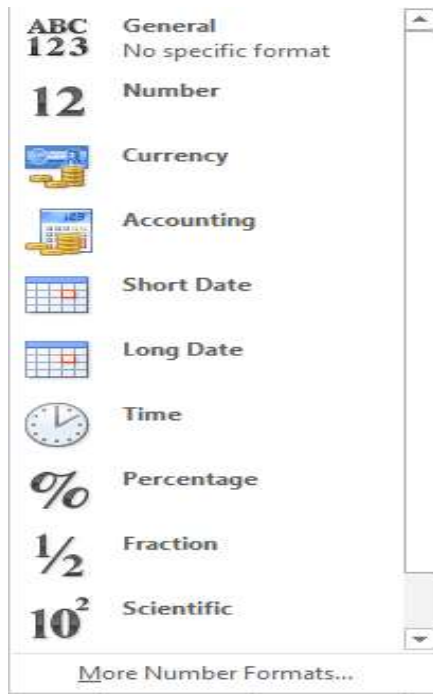


An Excel workbook is generally saved as an 'xlsx' file. However, it may be saved as other file types.



a. Formatting a cell

Data input in a cell may be classified as text, number, date, ...



Various functions can be applied to a data in a cell, based on the classification of the data which may be formatted accordingly.

Some examples are:

- **Text data**

	A	B
1	This is cell A1	
2	This is cell A2	This is cell B2
3		
4		

Text in Cell A1 exceeds size of cell A1.
Since cell B1 is empty, data from cell A1 is overflowed to cell B1.

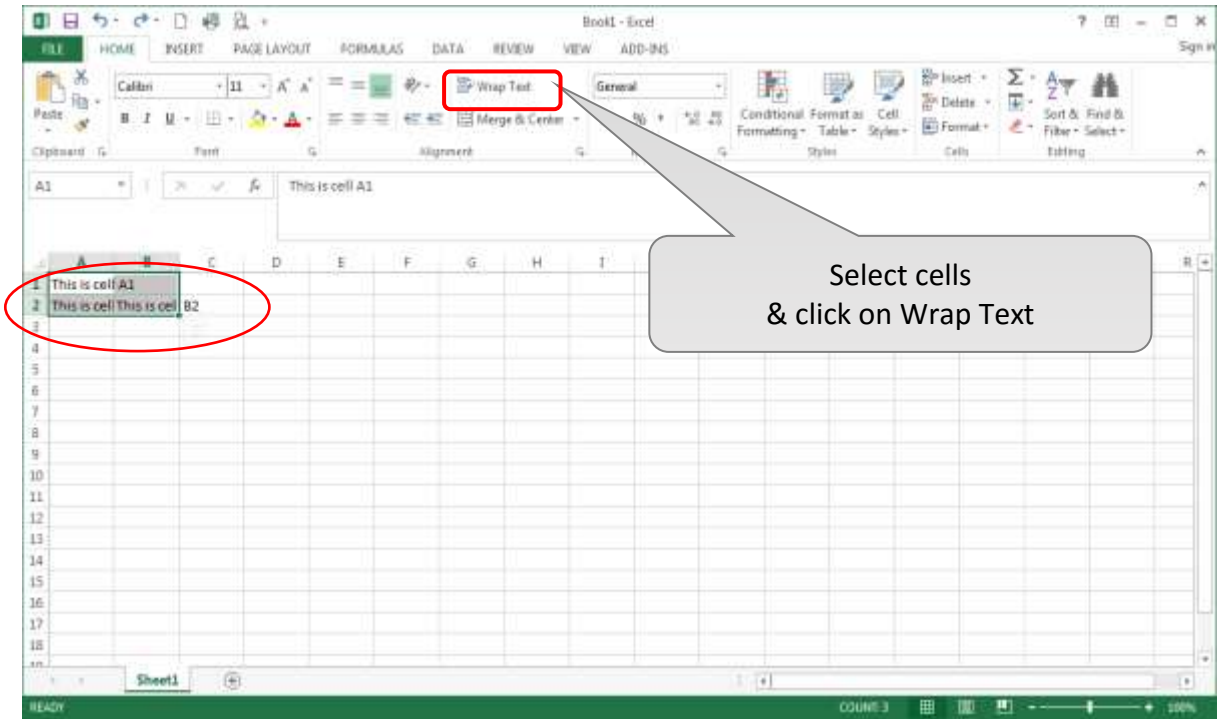
Text in Cell A2 exceeds size of cell A2.
Since cell B2 is **not** empty, part of data from cell A1 is not displayed

Select cells & click on



Wrap Text

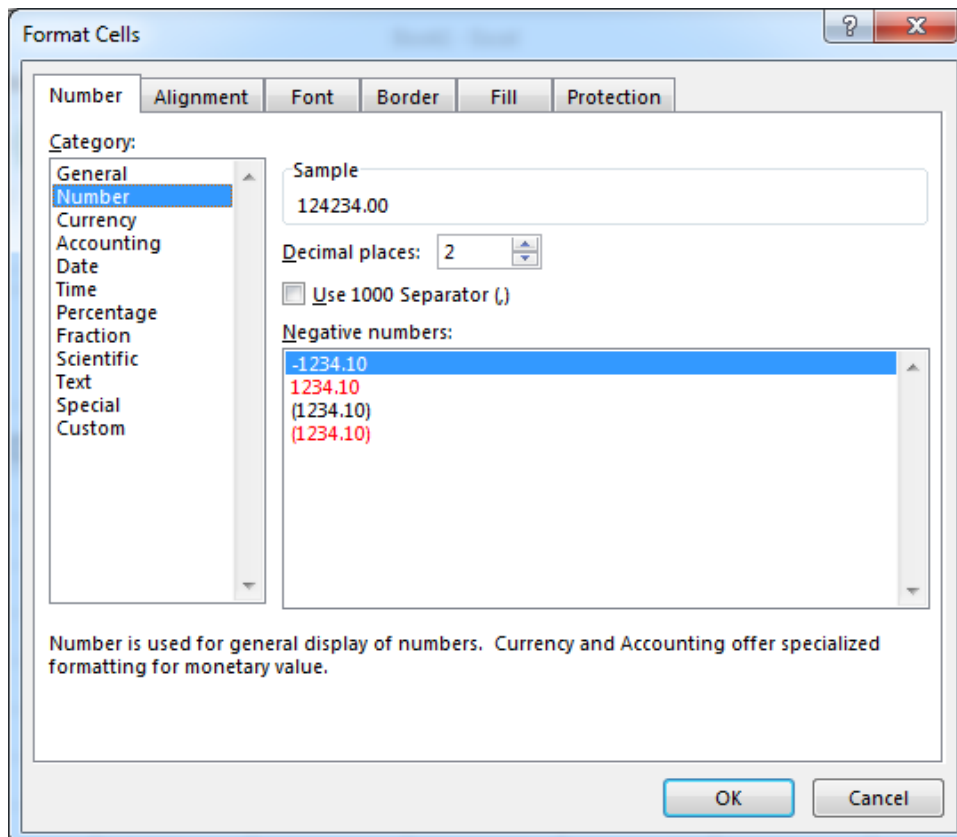
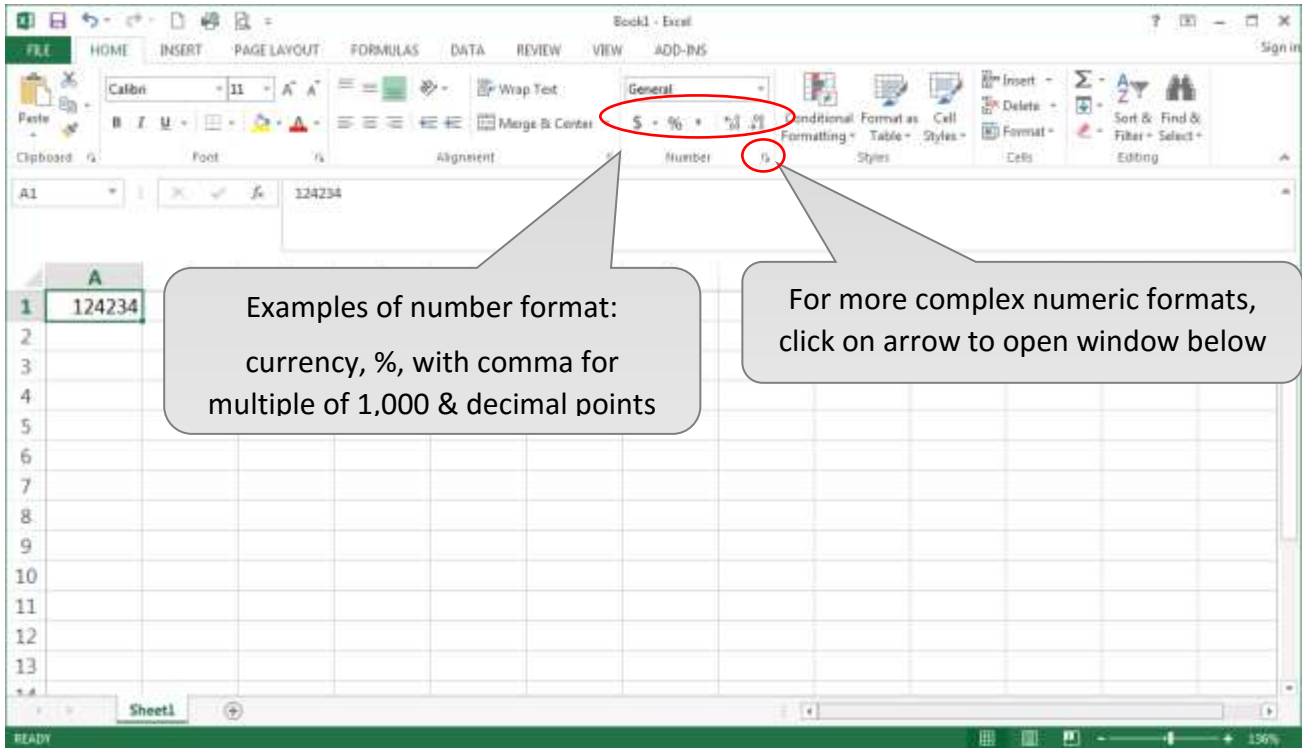
function located in above ribbon to display all data in a cell.



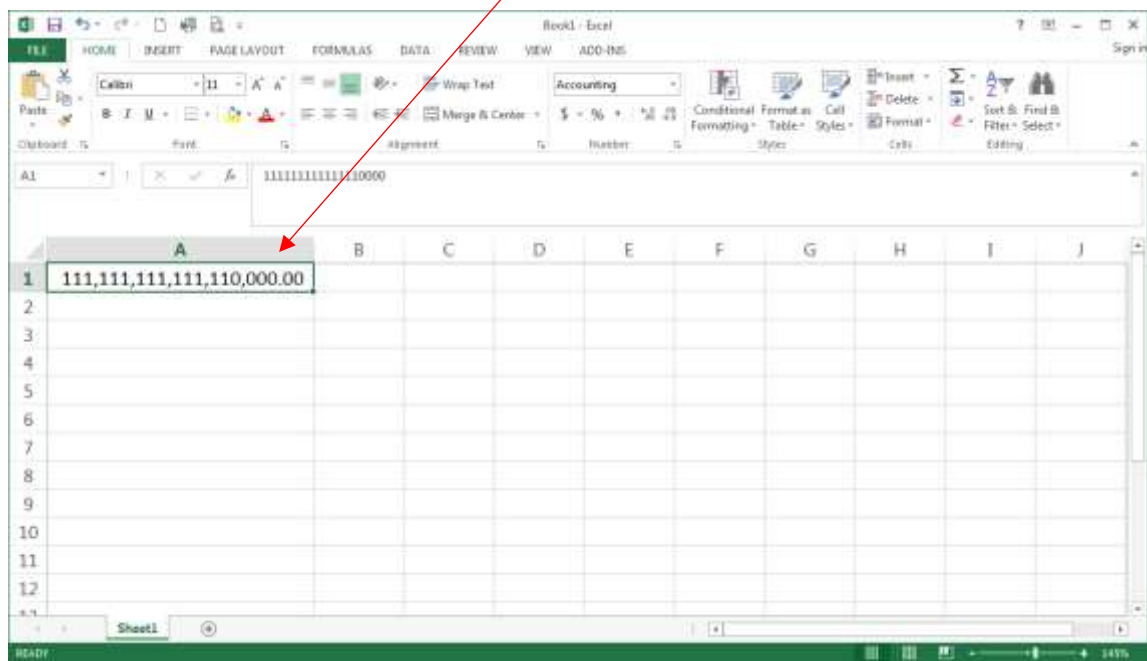
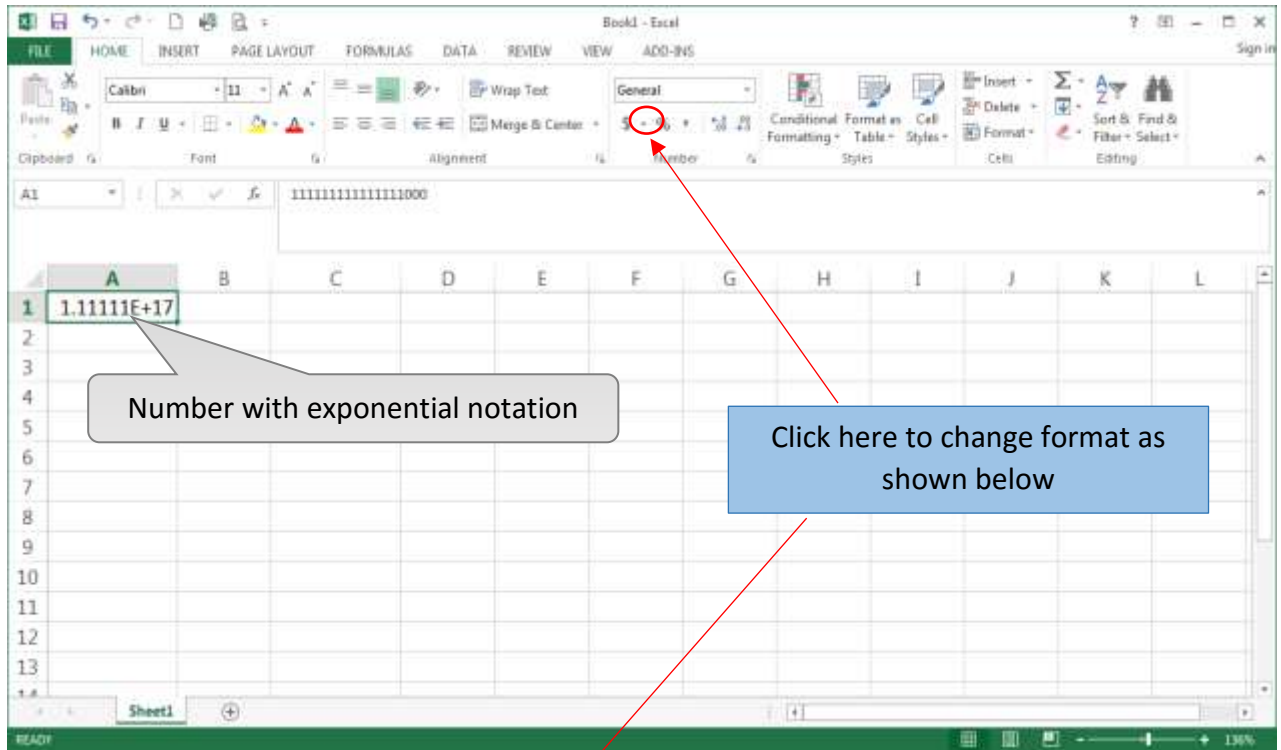
Formatted cells will be displayed as shown below:

	A	B	C
1	This is cell A1		
2	This is cell A2	This is cell B2	
3			

- **Numeric data**
Numeric data are right aligned by default.



In case the number is too long, it is often displayed as exponential notation.



- **Dates**

By default, dates are displayed in format mm/dd/yyyy, i.e. month/day/year.

Select date & click here to open window (displayed below) to change date format.

Date in format mm/dd/yyyy

Scroll through list to select date format required

Date in format dd-mmm-yyyy

- **Text files**

A text file contains only plain text, i.e. no formatting such as bold, italic, color & image.

Text files have several types of file extension (e.g. csv, txt, dat.)

Information in text files may be stored in a structured way as follows:

```
Income, Basic Salary, 10000
Income, Compensation, 250
Deduction, PAYE, 1000
Deduction, NSF, 400
|
```

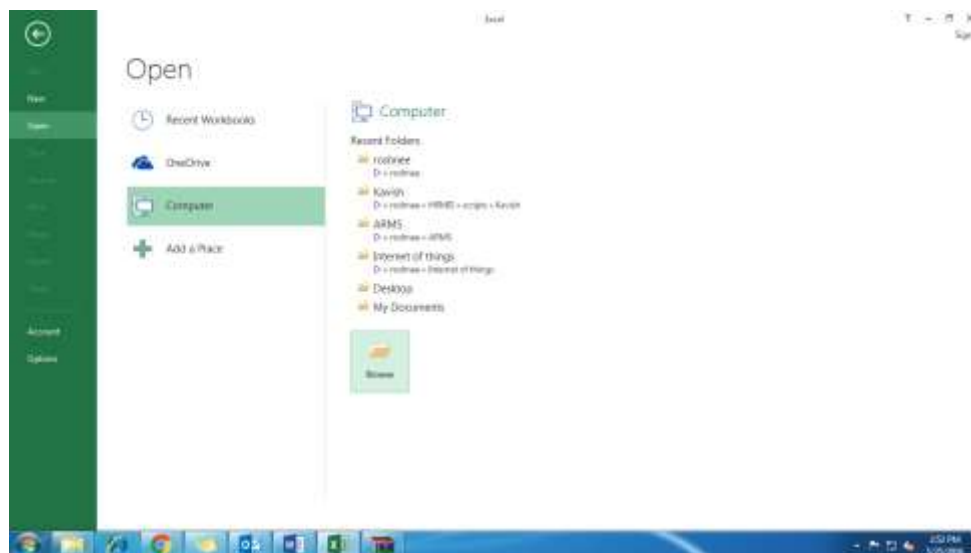
An example of csv file, where fields are delimited by comma.

```
Income      Basic Salary  10000
Income      Compensation  250
Deduction   PAYE          1000
Deduction   NSF           400
```

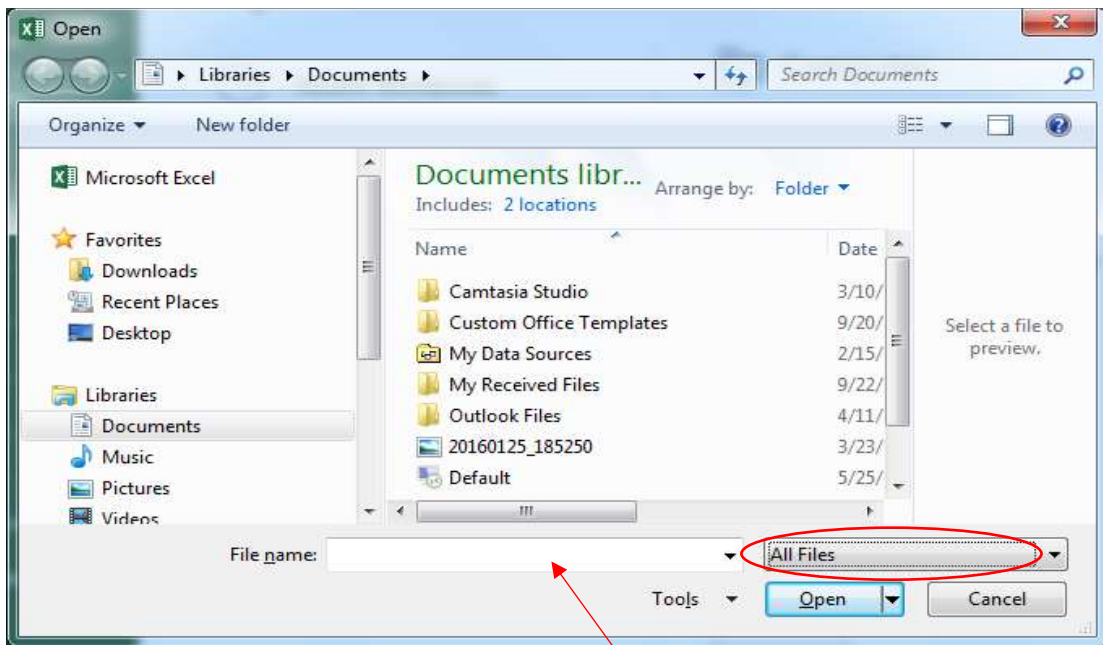
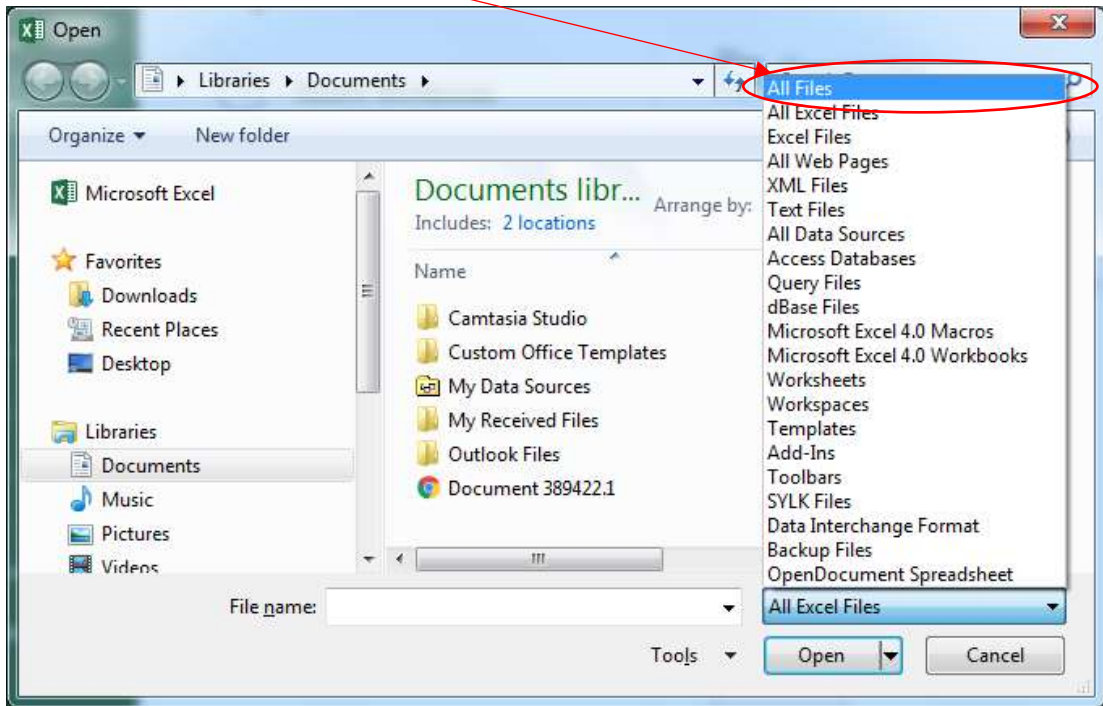
An example of text file where fields have a fixed position/ fixed width.

How to open text files in excel?

- Open excel
- **Select file → open → Computer → Browse**
To open files in excel, double-click on Computer and browse in location (drive), folder, where the document has been saved.

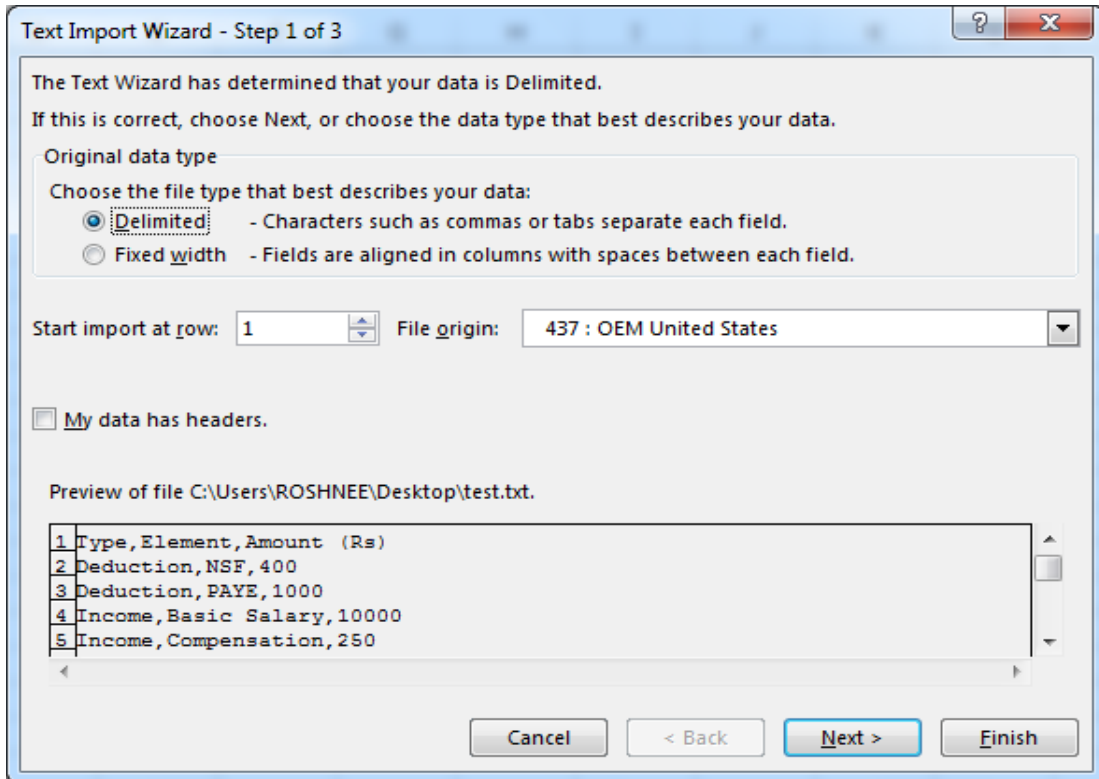


- Select file types – ‘All files’

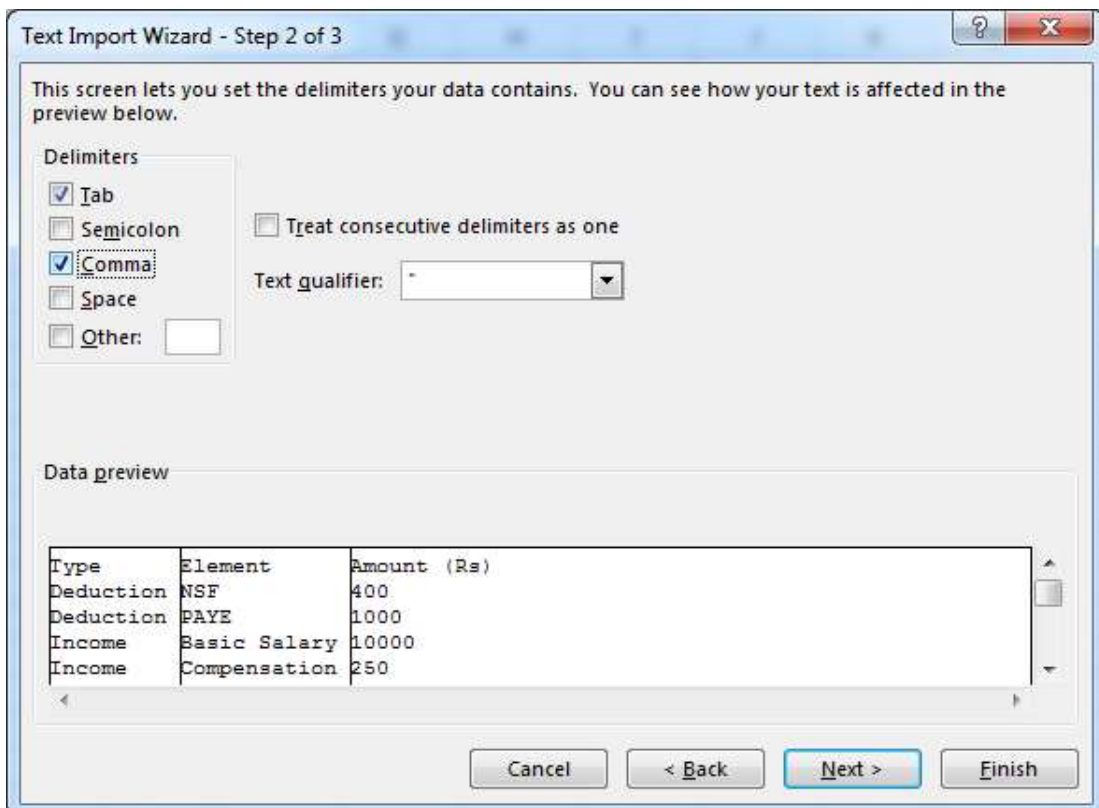


Select file name from list of file displayed or type **file name**.

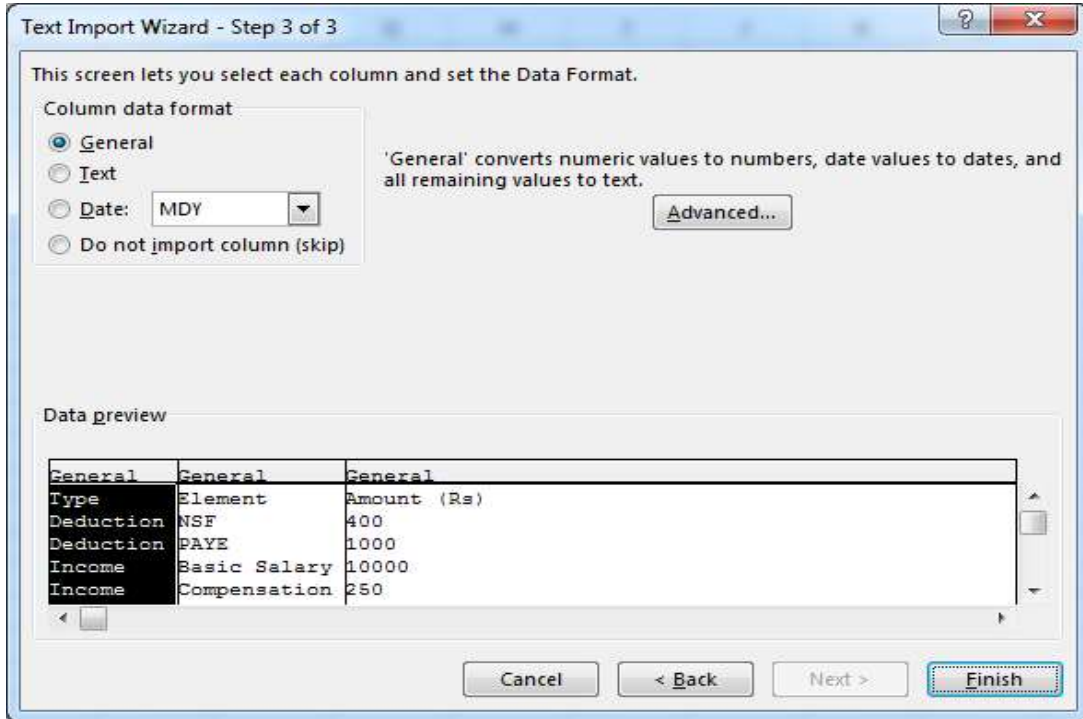
- The following window will appear



- Select the character used as delimiter (in this example *comma*) and click on **'Next'**



- The fields will be displayed.



- Click on **'Finish'** button

Information will be displayed as follows:

	A	B	C	D
1	Type	Element	Amount (Rs)	
2	Deduction	NSF	400	
3	Deduction	PAYE	1000	
4	Income	Basic Salary	10000	
5	Income	Compensation	250	
6				

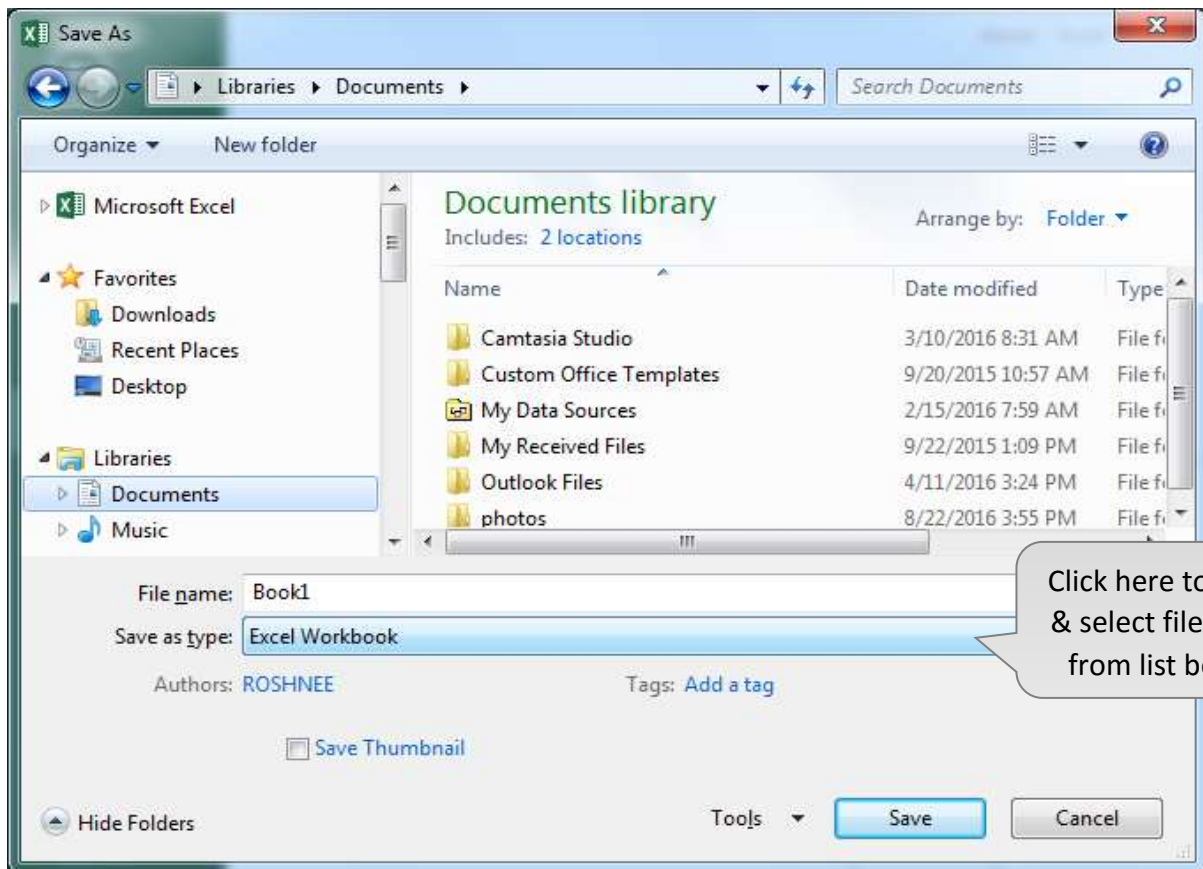
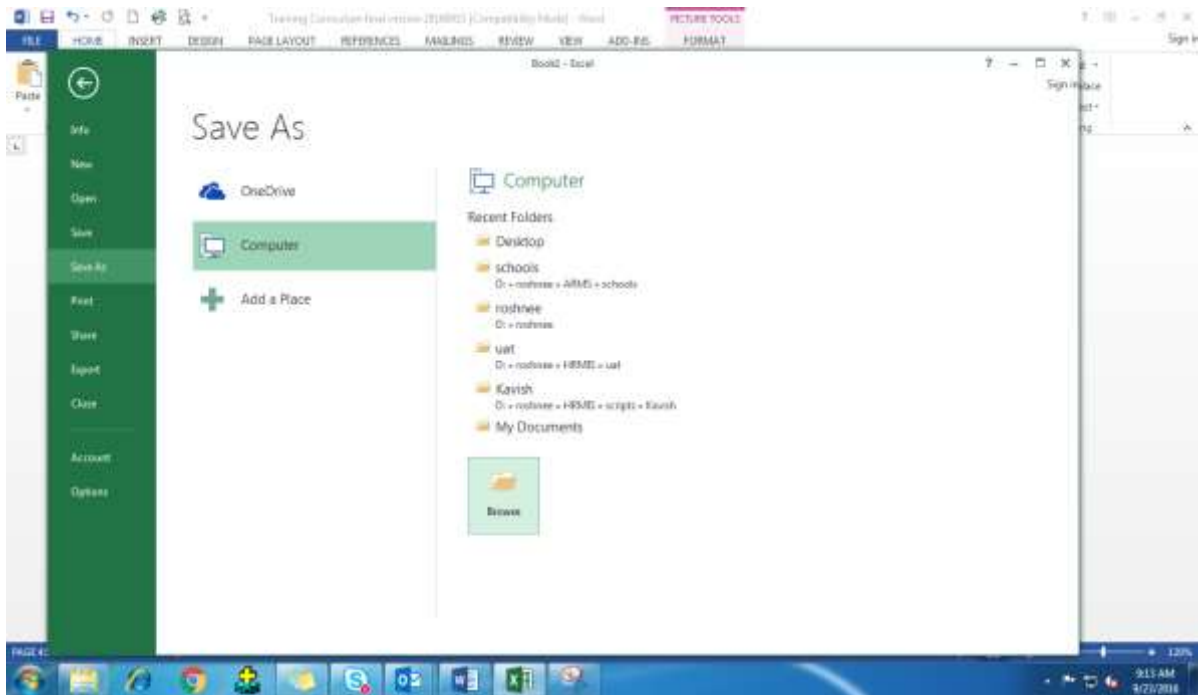
How to create csv files in excel?

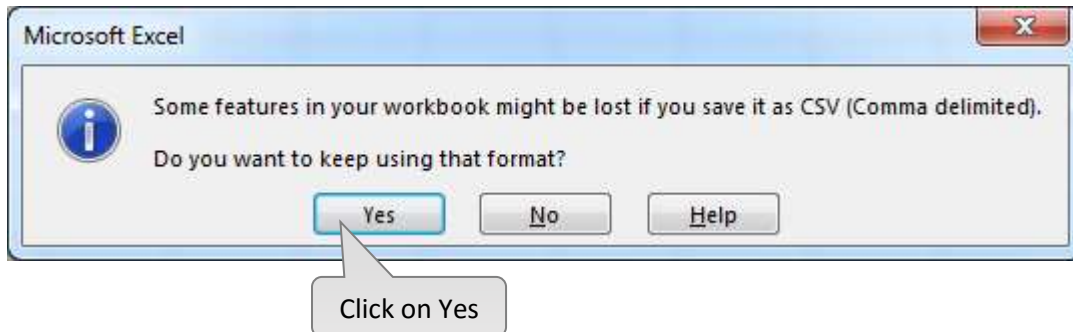
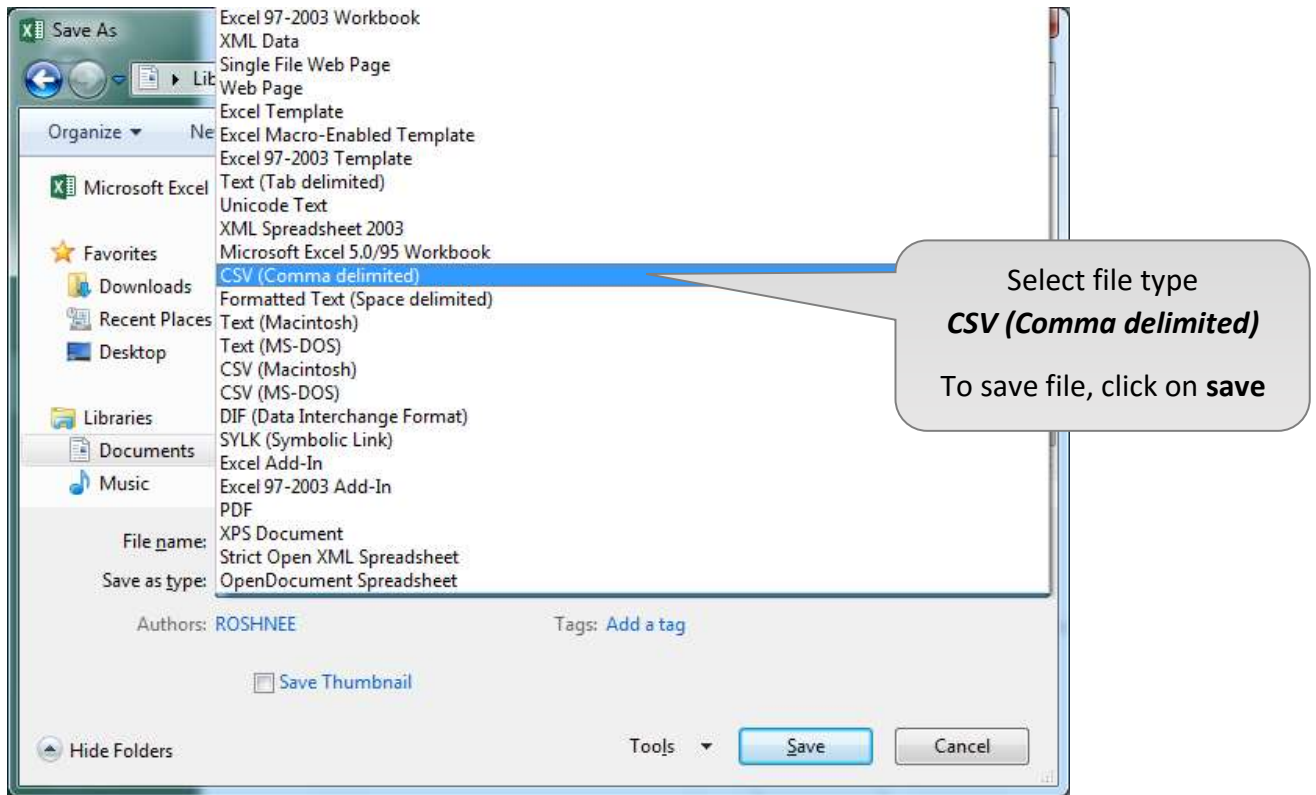
A comma separated values (**csv**) file stores tabular data (numbers and text) in plain text. Each line of the file is a data record. Each record consists of one or more fields, separated by commas. Csv files are saved using the .csv extension.

In HRMIS, csv files will be used to load bulk data for e.g. third party deduction.

To save file as csv, proceed as follows:

Select: **File** → **Save As** → **Computer** → **Browse**

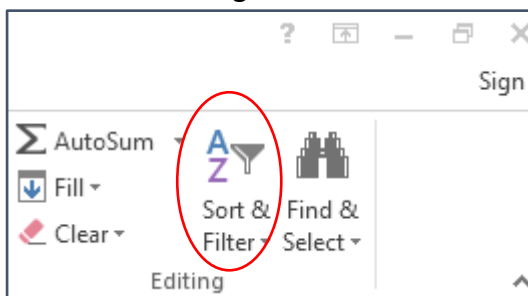




Manipulating data in excel to customize reports

a. Sort/filter

- Information displayed in excel may be reordered as per user requirement. The icon on the right hand side of Ribbon is used to **sort/filter** data.

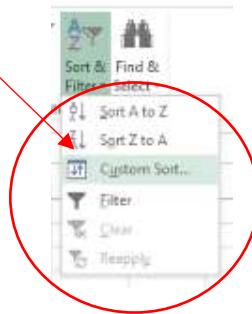


- Let's consider the following example where data will be sorted by **type**

	A	B	C
1	Type	Element	Amount (Rs)
2	Income	Basic Salary	10000
3	Deduction	NSF	400
4	Deduction	PAYE	1000
5	Income	Compensation	250

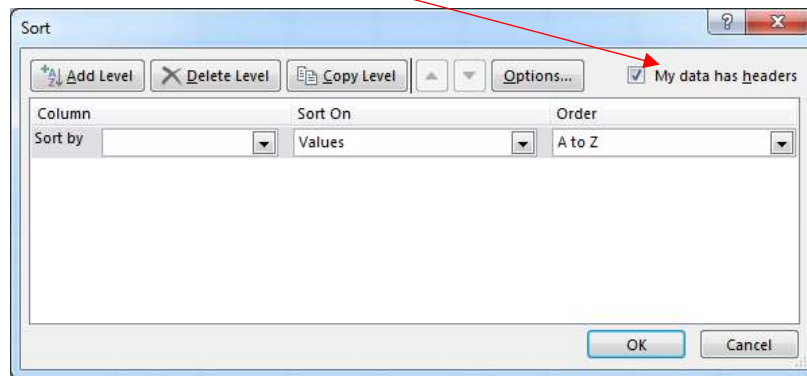
- To sort by type:**

Place cursor in any cell in table and then click on icon **sort/filter** to view available options. Select **Custom sort**.



- The following window will be displayed.

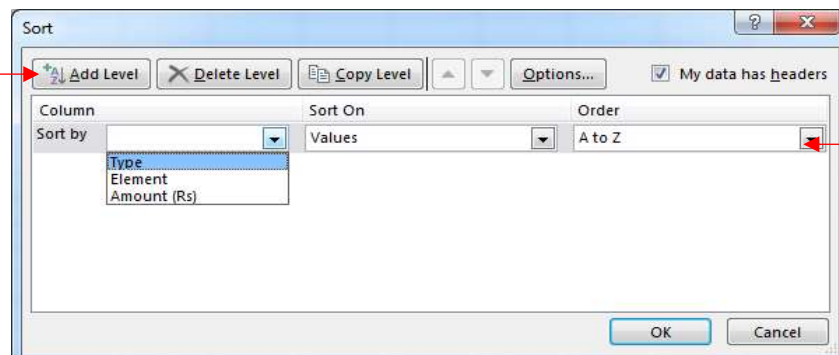
In case there are column names/header in the table, check **'My data has headers'**. *Header are excluded when sorting.*



- Select the column on which sorting has to be done.

There may be several levels of sorting (Add level button)

Sorting can be done ascending or descending (select A to Z or Z to A).

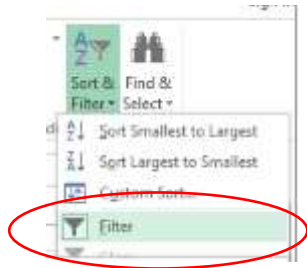



- After sorting the table by **type**, the following result is displayed:




	A	B	C
1	Type	Element	Amount (Rs)
2	Deduction	NSF	400
3	Deduction	PAYE	1000
4	Income	Basic Salary	10000
5	Income	Compensation	250

a. Filter option may be used to customize reports to view part of data based on some criteria.

- To filter, select filter from



An arrow  will be displayed beside each field in 1st row.

	A	B	C
1	Type 	Element 	Amount (R 
2	Deduction	NSF	400
3	Deduction	PAYE	1000
4	Income	Basic Salary	10000
5	Income	Compensation	250

- Click on arrow to open the following menu:

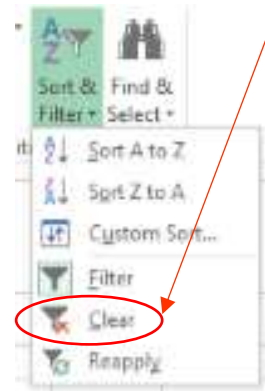
e.g. if you want to view data for **income only**, income

In the Search field, you can also type the data you wish to view

	A	B	C
1	Type	Element	
4	Income	Basic Salary	10000
5	Income	Compensation	250

Icon indicates that data has already been filtered.

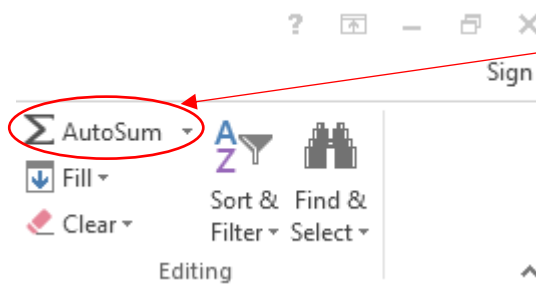
To view whole set of data, remove filter by clicking on 'Clear'



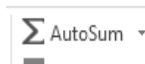
b. Formula

i. Sum

- Excel caters for several types of formula, sum is most commonly used. On right hand side of Ribbon, the icon shown below is used to compute **sum**.



- To compute sum of Amount (Rs) from a data set, go to row below column where sum has to be calculated. Click on



	A	B	C
1	Type	Element	Amount (Rs)
2	Deduction	NSF	400
3	Deduction	PAYE	1000
4	Income	Basic Salary	10000
5	Income	Compensation	250
6			
7			

In this example, go to Cell C6 & click on Autosum icon

The following will be displayed.

	A	B	C	D	E
1	Type	Element	Amount (Rs)		
2	Deduction	NSF	400		
3	Deduction	PAYE	1000		
4	Income	Basic Salary	10000		
5	Income	Compensation	250		
6			=SUM(C2:C5)		
7			SUM(number1, [number2], ...)		
8					
9					

Formula being used

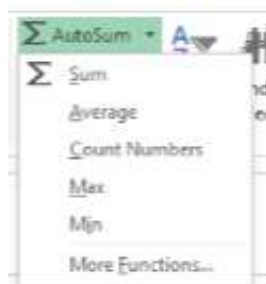
Starting cell from which formula is being applied

Ending cell to which formula is being applied

- Press **“Enter”** to compute sum

	A	B	C
1	Type	Element	Amount (Rs)
2	Deduction	NSF	400
3	Deduction	PAYE	1000
4	Income	Basic Salary	10000
5	Income	Compensation	250
6			11650

- Similarly, functions like *average*, *count numbers*, *maximum (Max)* & *minimum (Min)* may be used.



- ii. In this example, the computation of sum was correctly calculated mathematically, but the formula applied was inappropriate.

The valid formula is:

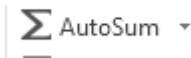
Net income = total of income - total of deduction

It is **important** to use correct formula to obtain correct & valid result.

- **Method 1 – to compute net income**

To compute **net income correctly**, the **total** of income & deductions should be calculated separately, as shown below:

Calculating Sum of income

Cell	Steps to follow
In Cell A7	type ' Total Income '
In Cell C7	Click on 

By default, the cells above cell C7, i.e. **Cells (C2 to C6)** will be selected.

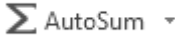
Change the *default selection* by selecting **Cells C4 to C5** as shown below:

	A	B	C
1	Type	Element	Amount (Rs)
2	Deduction	NSF	400
3	Deduction	PAYE	1000
4	Income	Basic Salary	10000
5	Income	Compensation	250
6			
7	Total Income		=SUM(C4:C5)
8			
9			

Click on **enter** to obtain **Total Income**

	A	B	C
1	Type	Element	Amount (Rs)
2	Deduction	NSF	400
3	Deduction	PAYE	1000
4	Income	Basic Salary	10000
5	Income	Compensation	250
6			
7	Total Income		10250

Calculating Total of Deductions

Cell	Steps to follow
In Cell C8	Click on 

By default, the cells above C8 , i.e. **cells (C2 to C7)** will be selected.

Change the *default selection* by selecting **cells C2 to C3** as shown below:

	A	B	C	D	E
1	Type	Element	Amount (Rs)		
2	Deduction	NSF	400		
3	Deduction	PAYE	1000		
4	Income	Basic Salary	10000		
5	Income	Compensation	250		
6					
7	Total Income		10250		
8	Total Deduction		=SUM(C2:C3)		
10			SUM(number1, [number2], ...)		

	A	B	C
1	Type	Element	Amount (Rs)
2	Deduction	NSF	400
3	Deduction	PAYE	1000
4	Income	Basic Salary	10000
5	Income	Compensation	250
6			
7	Total Income		10250
8	Total Deduction		1400

Calculating Net Income

Cell	Steps to follow
In Cell C9	Type formula =C7-C8 Press Enter

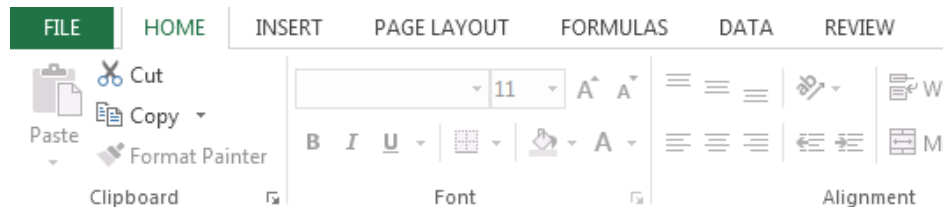
	A	B	C
1	Type	Element	Amount (Rs)
2	Deduction	NSF	400
3	Deduction	PAYE	1000
4	Income	Basic Salary	10000
5	Income	Compensation	250
6			
7	Total Income		10250
8	Total Deduction		1400
9	Net Income		=C7-C8

	A	B	C
1	Type	Element	Amount (Rs)
2	Deduction	NSF	400
3	Deduction	PAYE	1000
4	Income	Basic Salary	10000
5	Income	Compensation	250
6			
7	Total Income		10250
8	Total Deduction		1400
9	Net Income		8850
10			

- **Method 2 – to compute net income**

Computing **Net Income**

Cell	Steps to follow
In Cell C7	Type formula <code>=SUM(C4:C5) – SUM(C2:C3)</code> Press Enter



	A	B	C	D	E	F	G
1	Type	Element	Amount (Rs)				
2	Deduction	NSF	400				
3	Deduction	PAYE	1000				
4	Income	Basic Salary	10000				
5	Income	Compensation	250				
6							
7	Net Income		=SUM(C4:C5)				
8							

- **Method 3 – to compute net income**

- Convert all deductions into negative values using **IF** formula.

The screenshot shows the Microsoft Excel interface with the 'HOME' tab selected. The formula bar displays the formula `=IF(A2="Deduction",C2*-1,C2)`, which is circled in red. Below the formula bar, a table is visible with the following data:

	A	B	C	D	E
1	Type	Element	Amount (Rs)		
2	Deduction	NSF	400	-400	
3	Deduction	PAYE	1000	-1000	
4	Income	Basic Salary	10000	10000	
5	Income	Compensation	250	250	
6					
7	Net Income				
8					

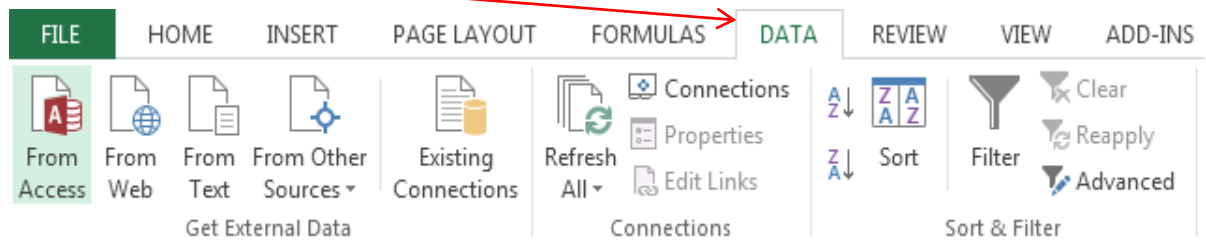
A callout box points to the formula bar with the text: "Type formula and press enter".

The screenshot shows the Microsoft Excel interface with the 'HOME' tab selected. The formula bar displays the formula `=SUM(D2:D6)`, which is circled in red. Below the formula bar, the same table as in the previous screenshot is visible, but with the range D2:D6 highlighted in blue. A callout box points to the formula bar with the text: "Use Autosum to compute net income".

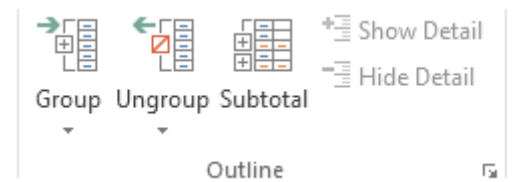
C. Grouping/Subtotal

Grouping may be used to group data. The data should be sorted for the grouping to be correct.

Go to tab **Data**



Icons used for grouping are



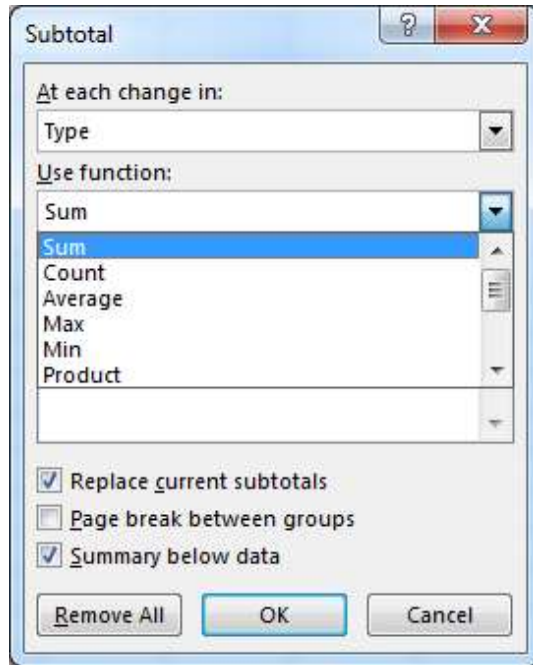
Place cursor on table



	A	B	C	D
1	Type	Element	Amount (Rs)	
2	Deduction	NSF	400	
3	Deduction	PAYE	1000	
4	Income	Basic Salary	10000	
5	Income	Compensation	250	
5				

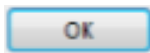
Select **Subtotal**.

Window below will be displayed to select type of grouping e.g. **Sum, Count, Average**



To compute subtotal of amount for each type
Select the following parameters.

Click on



	A	B	C	D
1	Type	Element	Amount (Rs)	
2	Deduction	NSF	400	
3	Deduction	PAYE	1000	
4	Income	Basic Salary	10000	
5	Income	Compensation	250	
6				
7				
8				
9				
10				

Subtotal dialog box configuration (overlaid on spreadsheet):

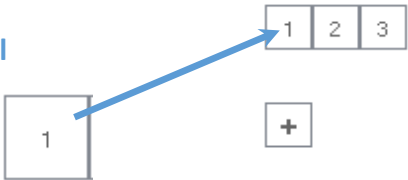
- At each change in: Type
- Use function: Sum
- Add subtotal to: Amount (Rs)
- Replace current subtotals:
- Page break between groups:
- Summary below data:

The following output will be displayed:

Information viewed

To view

- Grand Total

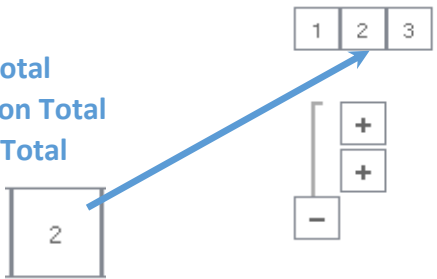


Click on

	A	B	C
1	Type	Element	Amount (Rs)
8	Grand Total		11650
9			

To view

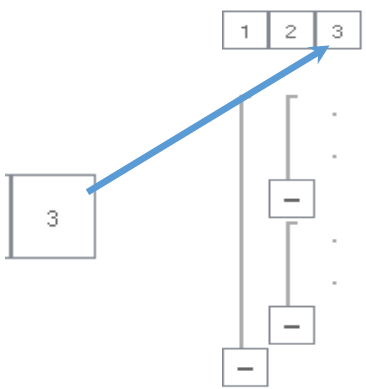
- Grand Total
- Deduction Total
- Income Total



Click on

	A	B	C
1	Type	Element	Amount (Rs)
4	Deduction Total		1400
7	Income Total		10250
8	Grand Total		11650

To view
all data



Click on

	A	B	C
1	Type	Element	Amount (Rs)
2	Deduction	NSF	400
3	Deduction	PAYE	1000
4	Deduction Total		1400
5	Income	Basic Salary	10000
6	Income	Compensation	250
7	Income Total		10250
8	Grand Total		11650
9			

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