



NiSRP Newsletter



A Message from the Programme Director

Pictured above, Mr. Ivan McConkey

At the conclusion of the implementation of National integrated Staff Records and Payroll in the Southern region, it is a pleasure to consider what has been achieved already in 2023. With the addition of 18,500 employees in the South, approx. 80% of all HSE personnel and management teams nationally are now experiencing the power and benefits of this integration work. While the NiSRP team moves on, full steam ahead, with our colleagues in HSE West, we are very grateful and we will not forget the positive attitude, diligence and effective collaboration with us by all our colleagues in HSE South. Aside from the success of the South implementation itself, good relationships established during the course of the work, will persist for a long time to come. To date the NiSRP team have had very positive engagements with our colleagues in HSE West and we look forward to continue working and collaborating closely with them as part of the West implementation.

Cork Kerry Community Healthcare NiSRP journey

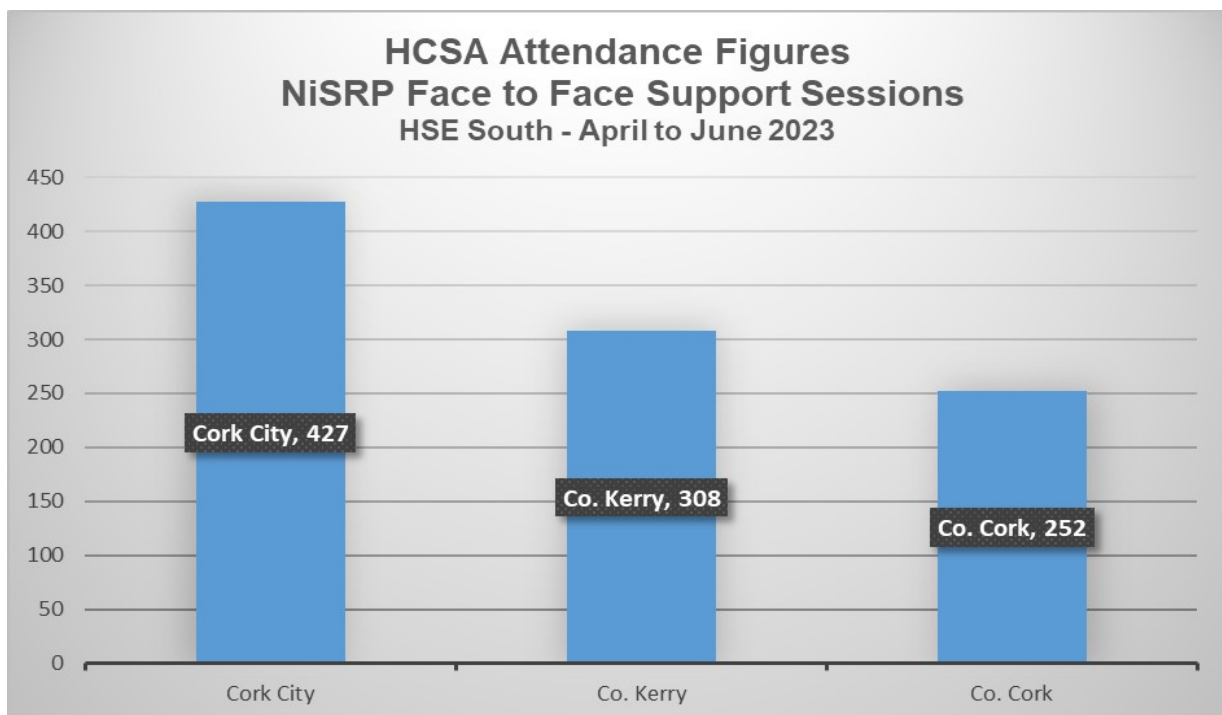
'HSE Cork Kerry Community Healthcare has welcomed the rollout of SAP in this region with effect from the 6th of March 2023. With such a large-scale change programme, it is important to acknowledge the significant amount of preparatory work undertaken by the NiSRP Project Team and all our Staff and Line Managers in HSE CKCH over a period of time, to include a comprehensive engagement process between all stakeholders which consisted of information sessions for Staff and Line Managers held on-line and in-person/on-site across our services on Cork and Kerry, engagement between the NiSRP Project Team and Service Management Teams at Care Group level, weekly forum for Line Managers facilitated by the NiSRP Project Team, National Personnel Administration (NPA) and CKCH HR, the development of relevant 'standard operating procedures' for consistency of approach, the coordination of a huge volume of relevant data to support a smooth transition to SAP, engagement with Trade Union Officials, access to a dedicated SAP helpline, etc. The invaluable supportive framework for our Services as provided by the NiSRP Project Team remains in place at this critical time as we progress through the various implementation stages of this change programme'.

Maria Daly, Head of Human Resources, Cork Kerry Community Healthcare

NiSRP bespoke face to face workshops — HSE South



As part of the HSE South implementation the NiSRP team organised bespoke face to face support sessions with the Health Care Support Assistant (HCSA) staff. More than 50% of the HCSA South workforce attended and this was a huge success. It was reported from CKCH management that “All HCSAs came away feeling they got the individual attention they needed and the information to engage with the new system”. Pictured above is Vinny Crossan NiSRP Communications Lead delivering a live demonstration to one of the HCSA groups at a support session in Mallow. Overall attendance figures are highlighted in the graph below.



Another Positive Story.....



Eileen Brett, Head of Business Relationship Management, National Finance Division, had the following to say when asked about HR & Payroll Self Service.

How long have you been using the new HSE online system HR & Payroll Self Service?
'Since February 2022 when it went live in the Mid West'.

What do you think are the main benefits of HR & Payroll Self Service?

'The main benefits would be the access to the system from both a HSE device and a personal device. Also great to know any request you put on the system has been sent on to your Line Manager for approval so easy to track and follow-up if there are any delays'.

Are there any features in particular that you find useful or that you really like?

'Very beneficial to manage travel & expense submissions and personal information like bank details. Taking the manual process out of the equation gives you more confidence in the system.'

Do you think it is easy to use? '

Very user friendly and easy to navigate'.

Have you used any of the online resources that are available, e.g. NiSRP recorded webinars/courses on HSE Land/YouTube demos/other?

'The tutorials I watched e.g. how to upload Travel Privilege documents like Insurance Certificate were very useful'.

You mentioned you use it for travel and expenses, would you ever go back to the paper way of claiming expenses? '

'To go back to the paper way would be a retrograde step in my opinion.'

Any other comments?

'Very happy overall with the use of the system and particularly with the control it gives you in respect of leave applications, travel & expense submissions, ability to monitor your leave entitlement, ability to change personal details e.g. bank details, personal email address, etc'.



Pictured left, Ms. Eileen Brett, Head of Business Relationship, National Finance Division



Some Recent Changes.....

1. There has been a Change to the Process for Logging in to HR & Payroll Self Service from a non-HSE Device

Since the 6 July 2023, when you log in to HR and Payroll Self Service from a non-HSE device, you will receive a verification code via **text message** to your mobile phone. This is a security step, similar to the process used in online banking. If you do not have a mobile phone number, you will continue to receive the verification code to your email. To edit or register your mobile phone number, please use the [My Addresses Tile](#) on HR and Payroll Self Service. [Find more information about HR and Payroll Self Service](#)

2. New Tile for Managers: Travel Privilege report

The tile allows managers to retrieve previous and current travel documents submitted by their direct reports and allows them to view the documents' status and expiration dates.

3. The HR and Payroll Self Service account setup process is:

A) For Existing Employees:

To set up your account and receive your login details, you must*

- ◇ Create an account on the Health Shared Services Self Service Portal
- ◇ Complete and submit the HR and Payroll Self Service registration form
- ◇ Complete steps received in an email from saphr.selfservice@hse.ie to log in to HR and Payroll Self Service.
- ◇ [Find a step-by-step guide to setting up your HR and Payroll Self Service Account](#)
- ◇ [Watch video tutorial to setting your HR & Payroll Self Service Account](#)

B) For New Starters:

- ◇ You will receive an email from SAP CoE (saphr.selfservice@hse.ie) directly with your logon information.

PLEASE NOTE:

*If you already have a HR and Payroll Self Service account **no action is required.** Check with your manager to make sure the system is available in your area before completing the process.

Training Resources Available:

NiSRP Website for support information

www.hse.ie/nisrp

HR & Payroll Self Service Support

<https://healthservice.hse.ie/staff/my-hse-self-service-support/>

HSeLanD eLearning certified course

A-Z on HR & Payroll Self Service (formerly My HSE Self Service), each module takes about 15 minutes. Simply search for NiSRP and then choose any of the following modules; Employee, Managers or Staff who Travel. Link here: <https://www.hseland.ie>



Contact the HR & Payroll Self Service NiSRP Helpdesk Via:

Online Portal:

[Access the Health Shared Services Self Service Portal](#)

Email:

support.nisrp@hse.ie

Phone:

0818 300 296 (Monday to Friday, 9am to 4.30pm)