

# maximising people power

Transforming human resource  
information systems



One-week study programme  
6 to 10 July 2009

Public Administration International  
in association with  
**Eunoia**

eunoia

LISTENING - ENGAGING - TRANSFORMING

### **About the programme**

Most organisations consider people to be their most important, and usually most expensive, asset. Like any other asset, employees are a resource that must be deployed to maximum advantage. Human Resource (HR) records and information tracks the changing nature of the relationship between the employer and employee, defines obligations on both parties and protects rights. The proper management of HR information can also do much more, enabling effective deployment and talent management, timely succession planning and informing present and future development scenarios. Moreover, because HR information systems are closely linked to payroll processes, improving HR records has a positive impact upon payroll management and thus upon the overall budget of the organisation. An HR records and information system should run effectively whether it is in a purely paper-based environment or handling significant amounts of electronic data. The programme will look at ways of implementing an HR records improvement programme which can deliver significant, sustainable improvements in either or both media.

### **Who the programme is for**

This one-week programme is aimed at HR managers, records managers, public sector reform professionals and anyone with an interest in enhanced HR information and management. It will be relevant for middle to senior level people from the public, private and non-government sectors.

### **What the programme will cover**

The programme will present practical, tried and tested approaches to improving HR records management processes in both paper and electronic form.

The programme will be participative, including case study examples and discussion to make learning points relevant, seminar sessions, case studies,

videos of international projects illustrating different national strategies, and visits. It has been designed to be flexible so that it can be adjusted wherever practicable to meet the specific requirements of participants. Participants will be invited to produce an action plan for improvements to the system used in their organisation.

### **How participants will benefit**

The programme will enable participants to:

- Understand the context of HR records and recognise the business processes they support, including recruitment, job evaluation, staff development, HR planning, promotion, discipline and other HR issues
- Determine whether a HR records system is working effectively, review strategies to enhance systems and develop action plans to take forward

initiatives for improving and/or updating HR records and information systems

- Understand the planning of electronic HR and payroll systems and confront the challenges of computerisation
- Appreciate issues relating to security, access and retention and disposal of HR records
- Help to advise others about the importance of effective HR records management

## Programme Outline

	AM	PM
Day 1	<p><b>Welcome and introductions</b></p> <p><b>General principles of records management (RM)</b></p> <ul style="list-style-type: none"> <li>- Basic concepts</li> <li>- Benefits of good RM</li> <li>- Special needs and challenges of HR records</li> </ul> <p><b>The changing HR context</b></p> <ul style="list-style-type: none"> <li>- Background</li> <li>- Current priorities</li> <li>- Future needs</li> <li>- Emerging issues</li> </ul>	<p>Participants' informal presentations</p> <ul style="list-style-type: none"> <li>- Key issues</li> <li>- Learning objectives</li> </ul>
Day 2	<p><b>HR RM business processes and their records</b></p> <p>Policy and planning:</p> <ul style="list-style-type: none"> <li>- Recruitment, appointment, induction and confirmation</li> <li>- Training and development</li> <li>- Transfers, secondments and promotion</li> <li>- Discipline and termination</li> <li>- Pay and pensions</li> <li>- Master and working files, records cards and summaries</li> </ul>	<p><b>Managing paper-based HR records</b></p> <ul style="list-style-type: none"> <li>- Centralised? Decentralised?</li> <li>- Open versus confidential</li> <li>- Numbering and arrangement</li> <li>- Closure and storage</li> <li>- Indexing and retrieval</li> </ul> <p><b>Impact of IT on HR records</b></p> <ul style="list-style-type: none"> <li>- Computerisation – risks and benefits</li> <li>- Linkage with other systems such as payroll</li> </ul>
Day 3	<p><b>Improving HR records systems</b></p> <ul style="list-style-type: none"> <li>- Practical methods of repairing poor systems</li> <li>- International experience: case studies and videos</li> </ul>	<p><i>Visit to the Records Centre, Department of Business, Enterprise and Regulatory Reform (BERR)</i></p> <ul style="list-style-type: none"> <li>- To see how a major government department stores and retrieves records including personnel files</li> </ul>
Day 4	<p><i>Visit to a software supplier</i></p> <p>Sourcing solutions:</p> <ul style="list-style-type: none"> <li>- Analysing needs</li> <li>- Specifying user requirements</li> <li>- Specifying selection criteria</li> <li>- Supplier presentation</li> </ul>	<p><b>Reviewing and choosing systems and suppliers</b></p> <ul style="list-style-type: none"> <li>- Analysing presentations</li> <li>- Appraising options</li> </ul>
Day 5	<p><b>Rights of access</b></p> <ul style="list-style-type: none"> <li>- Balancing access, privacy and confidentiality</li> <li>- Data protection</li> </ul>	<ul style="list-style-type: none"> <li>- Presentation of action plans</li> <li>- Evaluation of programme</li> <li>- Presentation of certificates</li> </ul>

We reserve the right to change the programme as necessary.

**Application form**

**Maximising people power**

**Transforming human resource information systems**

**6 to 10 July 2009**

Please complete this application form and post or fax to:

Clare Walters  
Programme Manager  
Public Administration International  
10 Bayley Street  
London WC1B 3HB UK  
T +44 (0)20 7580 3590 F +44 (0)20 7580 4746 pai@public-admin.co.uk

Applications can also be completed online. Please see our website for details.  
[www.public-admin.co.uk](http://www.public-admin.co.uk)

**Please print clearly in black ink and in capital letters**

**Personal details**

First name \_\_\_\_\_

Family name \_\_\_\_\_

Title (Prof. Dr. Mr. Mrs. Ms. etc.) \_\_\_\_\_

Nationality \_\_\_\_\_

Dietary requirements \_\_\_\_\_

Disabilities \_\_\_\_\_

Have you participated in a PAI study programme before? \_\_\_\_\_

If yes, which programme(s)? \_\_\_\_\_

Dates of programme(s)? \_\_\_\_\_

**Current position**

Title of post \_\_\_\_\_

Employer \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

Brief description of your main role and responsibilities \_\_\_\_\_

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**Application form**

**Education and professional training**

Please provide brief details of your education and professional qualifications and training

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School/college/university

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Relevant professional qualifications or membership of professional bodies

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**Particular interests**

Please indicate which aspects of the programme are of most interest to you

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**Sponsoring organisation**

Who will pay your fees?

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Who will pay your other costs such as travel and living costs?

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**Value Added Tax (VAT)**

I certify that I am employed by the Government of \_\_\_\_\_  
in furtherance of its sovereign activities (please refer to note on VAT under 'Fees and other costs')

Signature

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Date

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We reserve the right to cancel the programme if there are not enough participants to make it viable. In these circumstances, fees already received will be refunded in full.

### **Location and arrival arrangements**

The study programme will be based in central London. On request, PAI can assist in finding suitable hotel accommodation and can arrange travel to and from the airport.

### **Language**

The programme will be conducted in English. Participants will be expected to have a good working knowledge of the language.

### **Fees and other costs**

The fee for this one-week study programme will be £1,815. This includes tuition, travel to and from the airport in London, travel on scheduled visits<sup>1</sup> and documentation. UK Value Added Tax (VAT) will not be charged if applicants can provide written confirmation from their Government, or its accredited representative, that they are employed by their Government in furtherance of its sovereign activities. In all other cases, VAT (currently 17.5%) will be charged in addition to the fee. Payment in full must be received by PAI no later than 6 July 2009. Cheques should be made payable to Public Administration International. Alternatively, PAI is able to invoice individuals or government agencies. Payment by bank transfer is also acceptable.

If participants whose fees have already been received by PAI subsequently cancel their booking and require a refund, a charge of £100 will be applied to cover administration costs. Alternatively, fees received can be held as a credit towards the cost of other study programmes.

Airfares, accommodation costs, daily travel (other than on visits scheduled in the programme), meals and living expenses are not included. We suggest that approximately £120 per person per day should be allowed for a modest standard of accommodation, local travel in the UK, meals and other incidental

expenses. Participants requiring a higher standard of accommodation (for example a 4 star hotel) will need to allow approximately £175 per person per day.

### **Insurance**

Participants are advised to arrange travel and health insurance cover before leaving their home country.

### **Public Administration International (PAI)**

PAI specialises in management consultancy and development services for organisations in and associated with the public sector worldwide. We provide advice and support for governments undergoing political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants.

The Programme Director will be Collin Crooks who has been directly involved in introducing programmes for enhanced records and information management in major UK central government departments since 1988. He has also led numerous practical records restructuring workshops and capacity building exercises in Africa, the Middle East and the Caribbean over this period. Collin is currently Information Access Manager for the Department for Children, Schools and Families and is an Associate of Eunoia.

### **Eunoia**

Eunoia is a partnership of practitioners with a wide range of experience in information management and public sector change. Eunoia's partners have delivered highly successful organisational development projects in Bangladesh, Botswana, Ghana, Tanzania, Uganda and the UK. They are currently working on a range of information and governance initiatives in Ethiopia and in the UK.

<sup>1</sup>Travel to and from the airport in London and travel on scheduled visits in the programme are provided at cost.

### How to apply

Please complete the attached Public Administration International application form and post or fax to:

Clare Walters  
Programme Manager  
Public Administration International  
10 Bayley Street  
London WC1B 3HB  
UK  
**T** +44 (0)20 7580 3590  
**F** +44 (0)20 7580 4746  
pai@public-admin.co.uk

Applications can also be completed online. Please see our website for details: [www.public-admin.co.uk](http://www.public-admin.co.uk)

If you would like to discuss the programme or to find out more about Public Administration International and our services, please contact:

Claire Cameron  
Director  
Public Administration International  
**T** +44 (0)20 7580 3590  
pai@public-admin.co.uk

Public Administration International and Eunoia have extensive experience of designing tailor-made programmes which can be run in-country or in the UK to meet the specific needs of groups or individuals. Please contact us if you would like further information.

Public Administration  
International

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