

## **Unit 316 – Monitor Information Systems**

In my role within Youth Services I use information systems for collecting, storing and processing data and also, for providing an easily accessible library of information. I rely on information systems to carry out and manage my daily tasks, interact with the public and from time to time with suppliers. (316 P1)

It is required for me to monitor and maintain information systems such as CHRIS, National Entitlement Card (NEC) Management System and The Duke of Edinburgh's Award. Also, I maintain and update a variety of spreadsheets (Microsoft Excel) and databases such as: Annual Leave, Sickness, recording sheets Youth Clubs, student files for Bridges project and Young Scot National Entitlement Card (S316 P1)

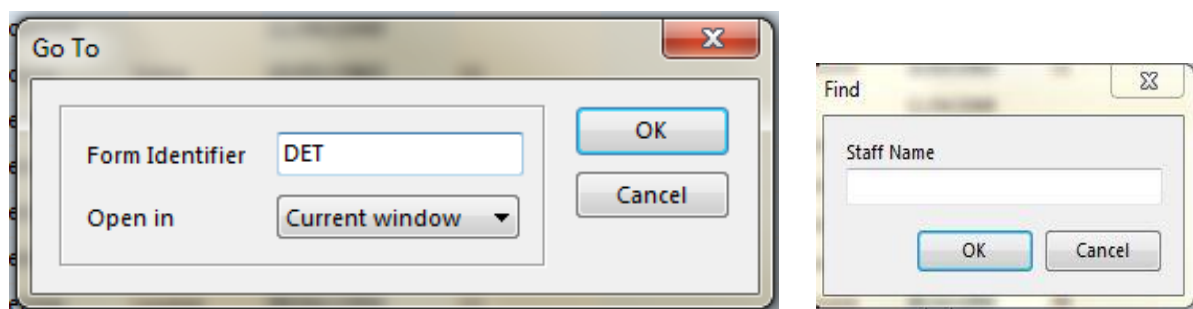
CHRIS is a Complete Human Resources Integrated System which keeps a record of Council employee details, post details and administers Council pay. It contains confidential and sensitive personal information about employees. Under the Data Protection Act and related Council policies, including the Council's Code of Conduct and the ICT Security Policy, as a CHRIS user I am required to maintain this confidentiality. Unauthorised disclosure of, or the provision of access to information on CHRIS is prohibited Due to its confidential and sensitive personal information, I have been given permission to access only the posts and employees applicable to my role within Youth Services. Below you can see how I log on to CHRIS: (S316 P7; K6).



There are various ways of navigating my way around the screens in CHRIS. I prefer to use the **Menu List** at the left hand side of the screen along with the **Tabs** containing the screen names as shown in the screen print below: (316 P1)



Alternatively, when I know the 3 letter name of the screen I use the F6 key and type in the name of the screen then click on OK (S316 K1).



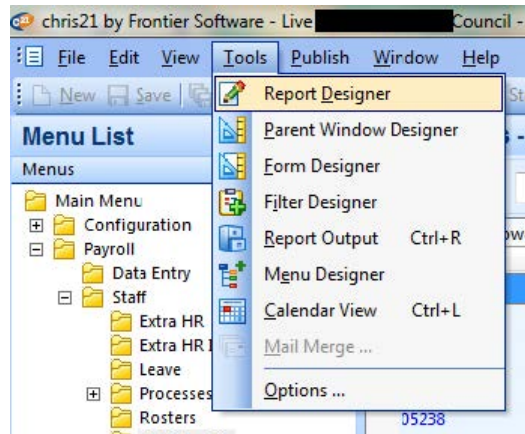
If I am unsure of a screen function, or of the 3 letter code for a specific screen I click on the



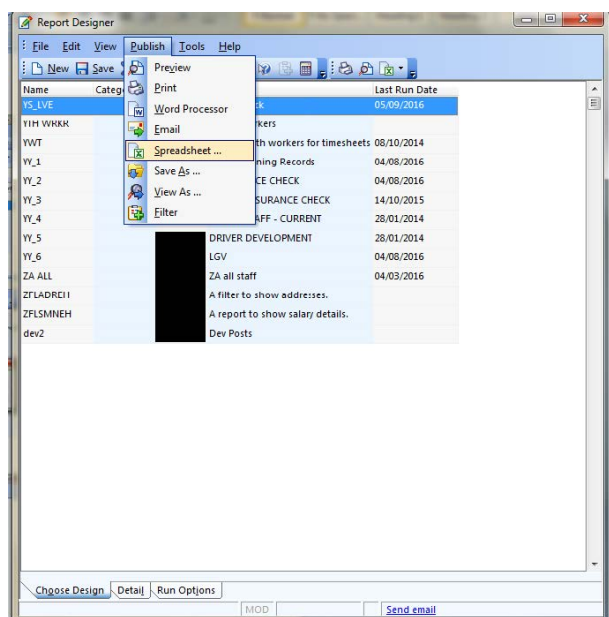
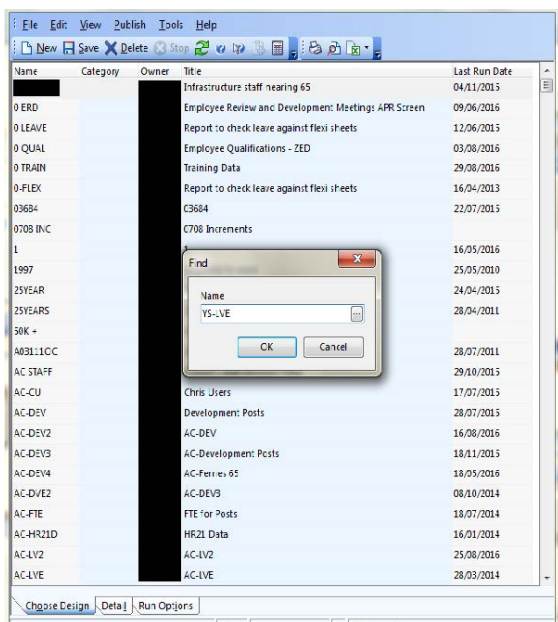
**What's This?** button on the Toolbar then on the tab containing the name of the screen. A description will appear and the 3 letter code will be shown at the end of the description.

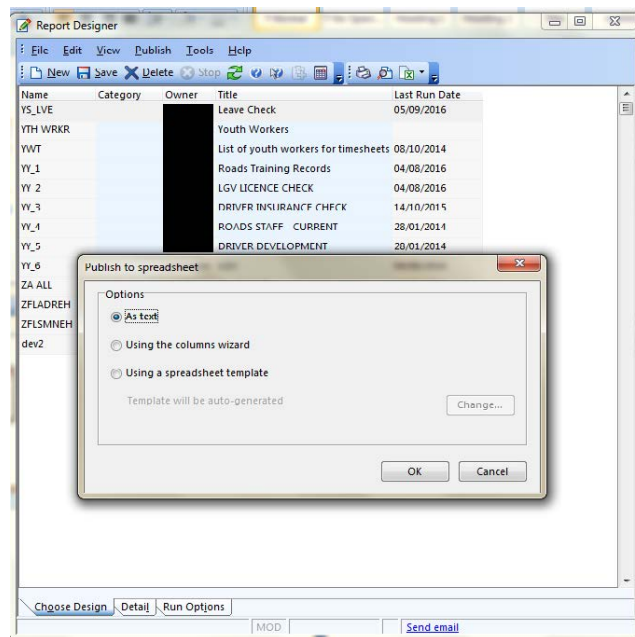
When I need to find a specific employee record, I right click on the staff list and select **Find**, key in the employee number, the surname or the surname and initials as shown in the screen print above. (316 P1)

CHRIS 21 Report Designer allows me to create reports to my own specifications in order to extract data from CHRIS 21 database and publish it in a report layout of my own design. On a monthly basis I produce (publish) a report on annual leave. The annual leave report allows me to check if annual leave requests have been correctly recorded in HR21 by the staff). To start the Report Designer I open CHRIS 21 session and I use the menu path: **Tools>Report Designer** as shown in the screen print below: (S316 P4, K1)

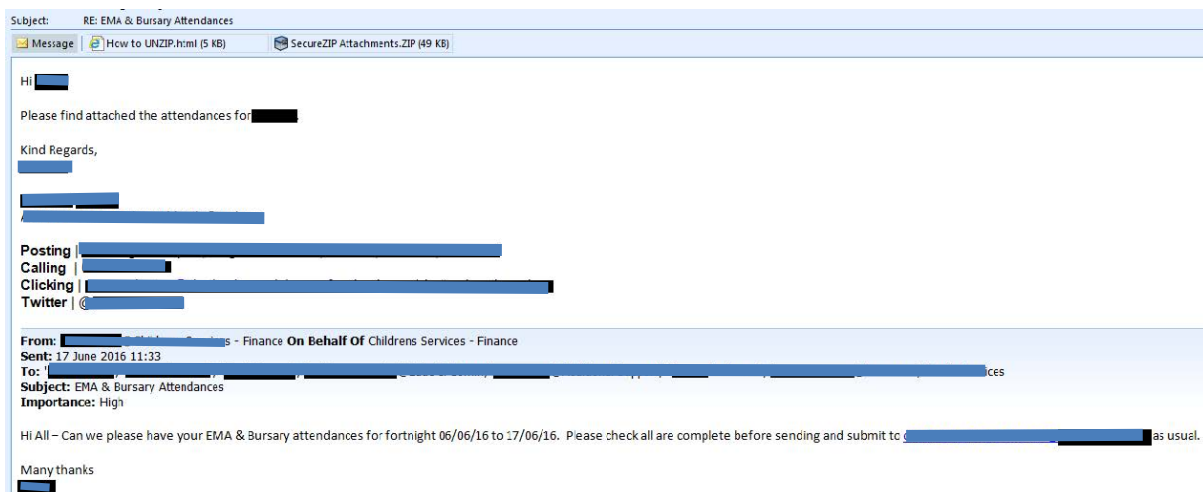


When the Report Designer is started, the dialogue defaults to the **Choose Report** list form. This lists all reports in the database. Then I press **CTRL+F** to bring up the find option, I type **YS\_LVE** and I hit enter, or I click **OK** as you can see in the screen print below. I can publish my report as a Microsoft Excel spreadsheet. In order to do that, I click **Publish** in the Menu Bar and select **spreadsheet** in the drop down window. Finally, I choose **As text** and I press **OK** as shown below: (316 P1, P4, P7, K1)





At the Bridges Project, students are paid either through the EMA (Education Maintenance Allowance) or weekly payments system (which is only used if the student is not eligible to claim EMA). A record is kept weekly of all student attendances and on a Monday morning these are recorded in the students attendance records which is saved in the 'O' drive under Bridges\client information\EMA payments (or weekly payments). I have been authorised to access the client information by the Bridges Project Team Leader and therefore, every fortnight, it is my responsibility to process the student payment information, to save it onto a spreadsheet and then to email it to the Children's Services – Finance for payment as shown in the screen print below: (316 P1, P3, P7, K3, K6)



Also, it is required for me to monitor and maintain the National Entitlement Card (NEC) Management System which has a card print system incorporated.

NEC is free for all young people aged 11 to 26. It is an electronic card, with a smart chip in it, and over time it will replace all of the current Young Scot cards. NEC also has the PASS hologram on it, meaning it is recognised as an official proof of age card across the UK.



Shetland Young Scot National Entitlement Card combines the Young Scot Card with the National Entitlement Card which from the child's 16<sup>th</sup> birthday will entitle them to two free ferry journeys between XXXXXX and YYYYYY per year along with reduced bus and train costs until their 19<sup>th</sup> birthday. The new card offers access to the same range of services through one card including: Council libraries, Young Scot discounts and all special offers at over 1,800 places in Scotland, and 200,000 places in 42 European countries, Voluntary proof of age through the Proof of Age Standards Scheme, endorsed by the British Retail Consortium across the UK.

As I am working indirectly with children I had to be checked and cleared by Disclosure Scotland.

On a daily basis I am dealing with NEC applications, requests and enquiries from the public such as: change of personal details (e.g. address), update of photos, replacement of lost / stolen / damaged cards. (316 P1)

There are two different types of Young Scot NEC applications in which I am involved:

- Batch applications – verified against approved documents (e.g. birth certificates) and processed as a batch.
- Individual applications – verified by my Direct Line Scotland against approved identification documents and processed individually.



Below you can see how I log on to the National Entitlement Card (NEC) Management System.

On successful login, the **Home** page will be displayed as follows:

05 September 2016

User: [redacted] Logout

Home

Search Applicant: Search criteria for finding an applicant

Add New Applicant: Enter new applicant details

No Pending Issues assigned to you

Issues Assigned to you: [dropdown]

Customer: Scotland  
Database version: 2.0.0.1  
Software version: 2.0.0.1

[View the Manual](#)

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From all the options available in the Navigation Bar I mostly work with **Search Applicant** and **Add New Applicant**.

Before adding a new applicant, I always check first if the record already exists. This is when the applicant search screen comes in handy, as it allows the applicant to be searched for using a variety of fields. I search by the applicant's Forename, Surname and Date of Birth as shown in the screen print below: (316 P1, P4, K1)

05 September 2016

User: [redacted] Logout

Search

Criteria

Use of wildcards '\*' is available on fields marked with '\*'.

\*Forename: [text box]

\*Surname: [text box]

Date of Birth: [text box] (dd/mm/yyyy)

\*Postcode: [text box]

Applicant ID: [text box]

Entitlement: [dropdown]

Card Number: [text box]

Local Authority: [dropdown]

\*Address 1: [text box]

\*Address 2: [text box]

\*Address 3: [text box]

\*Address 4: [text box]

Portal Code: [text box]

ISRN: [text box]

Search Reset

Once I have clicked on the **Add New Applicant** button it will start the application process. The **Personal Details** section allows the applicants personal details (name, date of birth etc) to be entered as you can see in the screen print below: (316 P1, P3, K3)



**Add New Applicant**

05 September 2016 User: [redacted] Logout

Applicant History...

Home

Manage Applicants

Search Applicant

Add New Applicant

Open Issues

Application Forms

Supervisor Tools

Check Photographs

Check Personal Details

Cancelled Cards

Expiring Cards

Partial Applications

Potential Duplicates

Kidz to YS Conversion

User Tools

Create User

Personal Details» Photo» Contact Details» Entitlements» Confirm Card Issue»

Title: Mr

First Name: [redacted]

Middle Names: [redacted]

Surname: [redacted]

Date of Birth: [redacted] (dd/mm/yyyy)

Gender: Male

UCRN: [redacted]

Preferred Name on Card: [redacted]

Continue

Reset

I then click **Continue** on the **Personal Details** screen, to allow the system to run a check behind the scenes to determine whether or not the applicant has a previous record. The duplicate check matches on the following criteria: First Name, Surname, and Date of Birth. All three fields must match in order for a duplicate to be detected. (316 P3, K3)

Please see below screen shots of the following stages of adding a new applicant process:  
Personal details

**Add New Applicant**

05 September 2016 User: [redacted] Logout

Applicant History...

Home

Manage Applicants

Search Applicant

Add New Applicant

Open Issues

Application Forms

Supervisor Tools

Check Photographs

Check Personal Details

Cancelled Cards

Expiring Cards

Partial Applications

Potential Duplicates

Kidz to YS Conversion

User Tools

Create User

Delete User

Manage User Roles

Reset User Password

Unlock Applicants

Unlock User

Personal Details» Photo» **Contact Details**» Entitlements» Confirm Card Issue»

Postcode: [redacted]

House Name/No: [redacted]

Address Line 1: [redacted]

Address Line 2: [redacted]

Address Line 3: [redacted]

Local Authority: [redacted]

Tel No. (inc area Code): [redacted]

Telephone (Mobile): [redacted]

Email: [redacted]

Consent to Share Data: ☒

Consent to T/Cs: ☒

☒ Deliver To Address

Back

Continue

Reset

A very important section of the application is **Consent to Share Data (tick box)**. If the Box is ticked then the applicant has agreed to share data. If the box is un-ticked then the applicant has NOT agreed to share data (S316 P7; K6; Data Protection Policy). (316 K6)

The consent to Terms and Conditions tick box is a mandatory field and requires the applicant to consent before the application process can be progressed. (316 K6)

Photo: (316 P3, K3)

05 September 2016 User: [redacted] Logout

Personal Details» Photo» Contact Details» Entitlements» Confirm Card Issue»

Applicant History...

Home

Manage Applicants

- Search Applicant
- Add New Applicant
- Open Issues
- Application Forms

Supervisor Tools

- Check Photographs
- Check Personal Details
- Cancelled Cards
- Expiring Cards
- Partial Applications
- Potential Duplicates
- Kidz to YS Conversion

User Tools

- Create User
- Delete User

Capture Photo Upload From File

Back Continue

Reset

Contact details: (316 P3, K3)

Personal Details» Photo» Contact Details» Entitlements» Confirm Card Issue»

Applicant History...

Home

Manage Applicants

- Search Applicant
- Add New Applicant
- Open Issues
- Application Forms

User Account

- Change Password

Postcode: [redacted]

House Name/No: [redacted]

Address Line 1: [redacted]

Address Line 2: [redacted]

Address Line 3: [redacted]

Local Authority: [redacted]

Tel No. (inc area Code): [redacted]

Telephone (Mobile): [redacted]

Email: [redacted]

Consent to Share Data: ☐

Consent to T/CS: ☒

☐ Deliver To Address

Remove

Educational Establishment: [redacted]

Postcode: [redacted]

Name: [redacted]

Address Line 1: [redacted]

Address Line 2: [redacted]

Address Line 3: [redacted]

Address Line 4: [redacted]

Back Continue

Reset



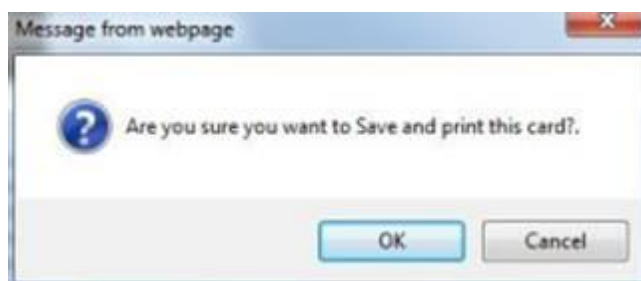
## Entitlements: (316 P3, K3)

Applicant History...  
Home  
Manage Applicants  
Search Applicant  
Add New Applicant  
Open Issues  
Application Forms  
User Account  
Change Password

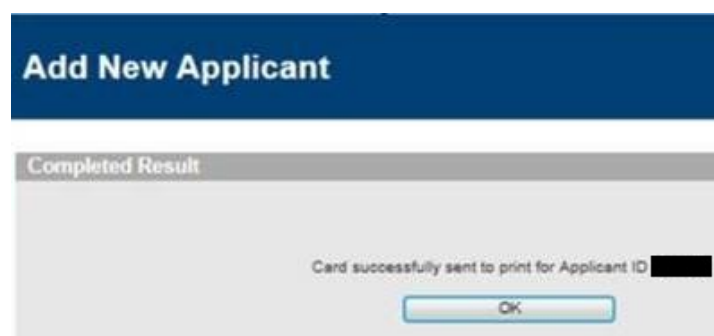
Personal Details» Photo» Contact Details» Entitlements» Confirm Card Issue»

Identity Proof: Required  
Residence Proof: Required  
Volunteer Proof: Please Select...  
Young Scot Opt-Out: ☐  
Disability Proofs: General, Visual Impairment, Hearing Loss, Mobility  
Expiry Date:   
Show products available  
Back, Continue, Reset

Once I have entered the proofs and if the card details are correct, this will take me to the Confirm card Issue screen. The confirm card issue screen displays all the information that I have entered on the previous screens as a final check before I save the applicant and issue a card. If all the mandatory and required fields have been populated, then there is the option to **Save and Print Card** at the bottom of the screen. If I wish to return to a particular page in the process, then this can be done by simply clicking on the headers. If I am happy with the information I have entered then a prompt will appear as displayed in the below image. I click **OK** to finish the process.



A confirmation page will be displayed if the applicant has been added to the system and a request to print the card will be generated automatically. I am also provided with an applicant ID which I can use in the search applicant area to access the applicant's record if necessary.



It is important to manage efficiently and effectively the information systems I work with in order to provide timely, accurate and updated information. This facilitates greatly in the smooth functioning of the service as well as helping to create an effective decision making process. For example, the reports and other information generated by the system could be mailed to relevant people of the department and as a result, minimize the paper work and save valuable time. Also, less space is required for storing files.

In addition, being involved in processing the application for a Young Scot National Entitlement Card I have the responsibility for the continued integrity of the PASS scheme (Proof of Age Standards Scheme) in the UK.

I mostly deal with electronically-based resources in order to monitor information systems. However the non electronic resources I deal with are just as important e.g. timesheets, flexi sheets, new Young Scot Card Applications, photographs for the cards, sickness documentation and recording sheets. (316 P1)

As I am still new in my current role, I haven't been to any external information system trainings yet. However, I have received training and support within the Youth Services Department and I am a regular user of the Council's E-learning platform. Also, because of my only 9 months experience in my part-time role I haven't been able to review and develop any procedures but I have suggested ways to make improvements. Also, during the summer months I provided support to a student in her endeavour to achieve work experience in our office. It is very important to train users of information systems in order to ensure that they are operating the system correctly, therefore information is accessed, monitored and updated in line with organisational procedures in an efficient and effective manner. (316 P2, K2)

I believe it is important that information systems are continually reviewed to improve the ease of access and clarity of the information recorded. For example, we have had issues where the details of Sickness records have not been immediately available which has led to the conclusion that paperwork had not been completed when in fact it had. This is an ongoing situation that has been discussed with my Line Manager. Actions will be implemented to improve the procedures to ensure the information system is fit for purpose, and ensures efficiency to the staff who access it. (316 P5, P6, K4, K5)

Other types of issues include software crashes, usually if a software crash happens I would restart my PC to try and resolve the problem. If the problem was ongoing I would contact our ICT team. (316 P5, K4)

It is very important that I am aware of the impact that having access to this information can have and therefore treat the information with the utmost sensitivity. Information regarding a service user, or other member of staff should never be divulged. Each individual has the right to expect that personal information be treated confidentially and the XXXXXX

Council expect this right to be upheld within the Department, and that the principle applies across Council business. Any breach of confidentiality will be treated seriously. If I become aware of a breach I should inform my line manager Data Protection Policy; Code of Conduct).  
(S316 P7, K6)