

# WESTERN

## OUR NEW NORMAL



# There's a better way – why WesternNow is the new normal for getting things done

**Presenters: Ian Sharpe and Karen Berta**

**Chair: Marie Robinson**

Presentations will be made available on the Conference website for your reference.

**THIS ZOOM MEETING IS BEING RECORDED** Western Sydney University will record this Zoom meeting for publishing on its website. As attendees, the transmission of your video and audio during the Zoom meeting is completely optional. If you do participate, your video and audio transmission will be automatically captured by the recording in addition to being accessible to other participants of the Zoom meeting.

Participation in the 'Chat', 'Question and Answer' and/or 'Poll' sections of the Zoom meeting is completely optional. By participating in the Chat you consent to the information shared in these sections being collected and used by Western Sydney University for learning purposes and to build a catalogue of 'Frequently Asked Questions' for the benefit of other prospective students.

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**We asked the  
question...**



A hand is shown pointing at a screen. The screen displays several white line-art icons: a heart, a musical note, a speech bubble, a hand, a cloud, an envelope, a perfume bottle, a key, a play button, and the word 'LIKE'.

How can we provide  
services **BETTER?**



We **HEARD** you.





**People** shared their frustrations.





## The Challenges

1. Manual processes
2. Inconsistent processes
3. Lack of transparency



**This is  
what we  
learned.**





We need a **BETTER** way forward



# INTRODUCING **WesternNow**

**Service at your Fingertips**

Quicker. Simpler. **BETTER.**







# What exactly is Western**NOW**?

**Western**NOW** is the brand name to rollout ServiceNow at WSU.**

**A contemporary portal**

**The services and knowledge being offered will evolve - this is just the beginning.**





**Changing delivery of services.**

**Connecting people and services.**

**Service delivery is important to us.**

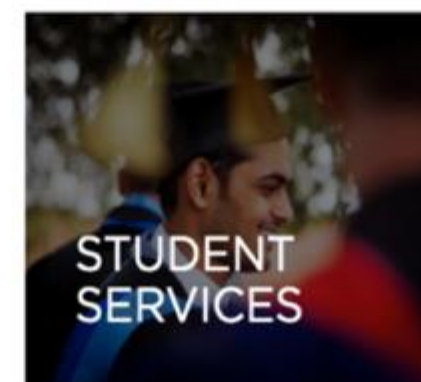
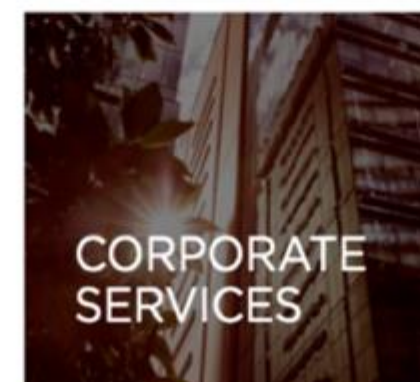
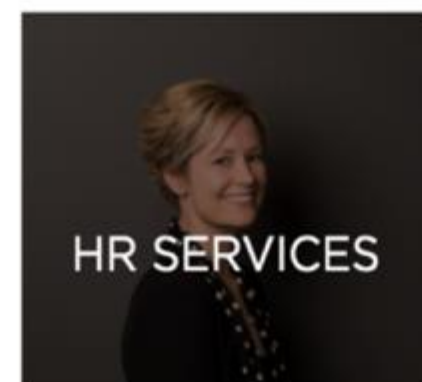
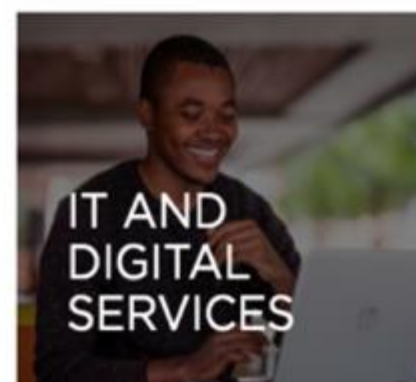
**Get your answer, faster!**

**How  
Western**NOW**  
can help**

Hi Micaela, how can we help?

🔍 How can we help?

-  Staff Directory
-  Staff Online
-  Favourites
-  COVID-19



### My Request History First 5 of more than 500

|  |                   |
|--|-------------------|
| PRJTASK0020924 • R3 mentors meet with their groups<br>8mo ago                      | ● Pending         |
| DFCT0010187 {UAT}-PROJECT: Timecards<br>12mo ago                                   | ● Testing/QA      |
| DFCT0010188 {UAT}-PROJECT: Timecard login<br>12mo ago                              | ● Testing/QA      |
| DFCT0010189 {UAT}-PROJECT: Time Cards for "Closed Compete" projects<br>12mo ago    | ● Testing/QA      |
| DFCT0010181 {UAT}-PROJECT: PRJ0012893 - Project Highlight Report (E...<br>12mo ago | ● Closed Complete |

[View all](#)

### My Approvals

REQ0010008 - Dell Precision 690  
Requestor Joe Employee  
Price \$2,602.0293

Options

[Reject](#) [Approve](#)

REQ0010006 - 3 requested items  
Requestor George Warren  
Price \$2,158.1741

[Reject](#) [Approve](#)

### Request Something

Featured **Most Popular** Most Recent

- Report a security matter on campus
- Request for transcription or captioning
- Shuttle bus feedback
- Initial Document Submission for NSW Health Student Compliance Ass

### Knowledge Articles

Featured **Most Popular** Top Rated

- Family and Medical leave  
• 63 Views • 6d ago • ☆☆☆☆☆
- Withholding Tax Declaration  
Kobie Tregagle • 13 Views • 6d ago • ☆☆☆☆☆
- FBT Exemption for laptop computers  
Kathleen Bennett • 10 Views • 6d ago • ☆☆☆☆☆
- Upcoming Adobe Application Changes February 2020: How does it impact you?  
Jamie Skuse • 9 Views • 7mo ago • ☆☆☆☆☆

### Announcements

Maintenance: Resource Booker Upgrade [▼](#)



# WESTERN**NOW**: Service at your Fingertips

Quicker. Simpler. **BETTER.**

End of 2019



ITDS updates their services, PPM went live and HR Stream was started

Aug 2020



HR readiness (testing, workshops, fixes, etc). Other streams preparing

Sept 2020



HR final preparations. Other streams revving up.

Oct 2020



New staff portal including ITDS and HR launch!

Nov 2020



SEO, DVCA, Student Portal and OMC Launch!

Beyond



Continuous improvements and new service areas (coming soon)



# The Human Resources Experience

Our **Story**





# What we did

These are the areas in HR that were scrutinised.

Every process, form and request activity was looked at in these areas.

There has been a lot of thought and hard work gone into making it better.

**This is only the beginning**

Recruitment

HR Operations

HR Partnerships

TLD

WHS and Wellbeing

Workplace relations

Projects

Payroll





# WE HAVE STARTED OUR CONTINUOUS IMPROVEMENT JOURNEY

**Visibility:** More transparency and clarity regarding your requests

**Ownership:** You can see who has ownership of providing service to you





**Collaboration:** Working together to continuously improve and optimise our processes







# What is staying the same?

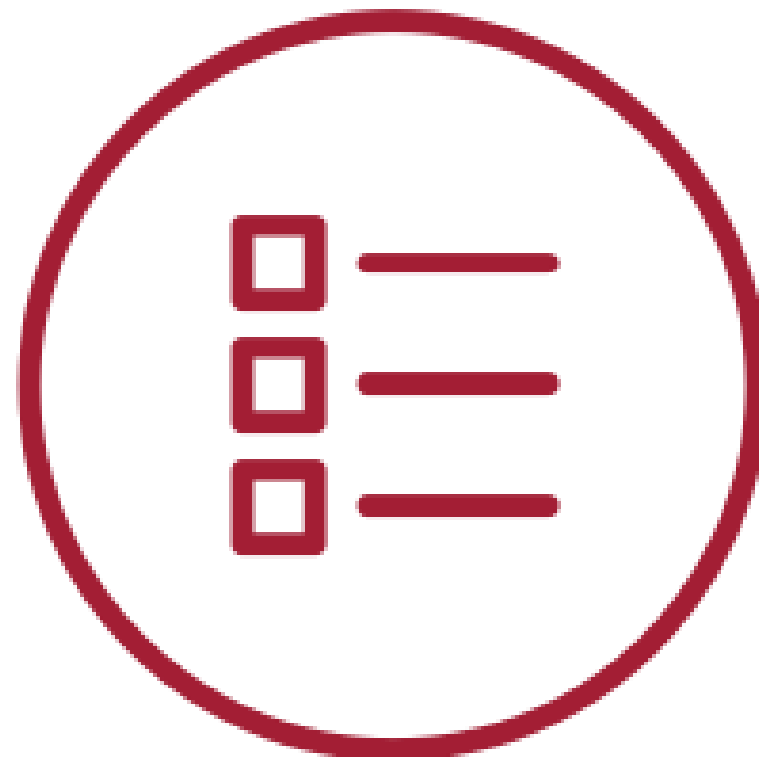
|   |   |
|---|---|
|    | <ul style="list-style-type: none"><li>◦ How we pay everyone</li></ul>   |
|    | <ul style="list-style-type: none"><li>◦ Access to book your annual, flex, personal, sick leave</li><li>◦ Flexitime recording</li><li>◦ Access and check personal details and payslips</li></ul> |
|  | <ul style="list-style-type: none"><li>◦ Recruitment Processes</li></ul>   |
|  | <ul style="list-style-type: none"><li>◦ My Career Online</li></ul>  |



# What you will soon see



Easy access  
to HR  
Services  
Forms



Accessible  
Catalogue of  
Services



Knowledge at  
your  
Fingertips



# How WESTERNNOW helped

## New Service Catalogue: Find what you need

| Portal Sub - Category           |                        |
|---------------------------------|------------------------|
| Health Safety and Wellbeing     | N/A                    |
| HR Events                       | N/A                    |
| Awards and Scholarships         | Awards<br>Scholarships |
| HR Systems Access and Reporting | N/A                    |

|                      |   |
|----------------------|---|
| Casual Employment    | Request a Staff Contract<br>Request a Position Reclassification<br>New or amending a Casual position<br>New Casual Academic/ Professional<br>Variation of Hours for Professional  |
| Recruitment Training | Request training on the Recruitment Process<br>Register for a Talent and Leadership Development Program<br>TLD New Program Request Form<br>TLD Consultancy Request and Agreement  |
| Leave                | Request Leave<br>Leave Reversal<br>Purchase Additional Leave (PAL) application  |
| Benefits             | Request a Fitness Passport<br>Request Higher Duties Allowance<br>Request to change tax details<br>Professional weekend time in lieu request<br>Request Professional Overtime/ Meal Allowance<br>Request additional hours/ shifts for a position |
| Pay                  | Salary Sacrifice for Novated Lease<br>Salary Sacrifice for laptop or notebook<br>Application for Education Support<br>Staff Leading / R&D Request   |

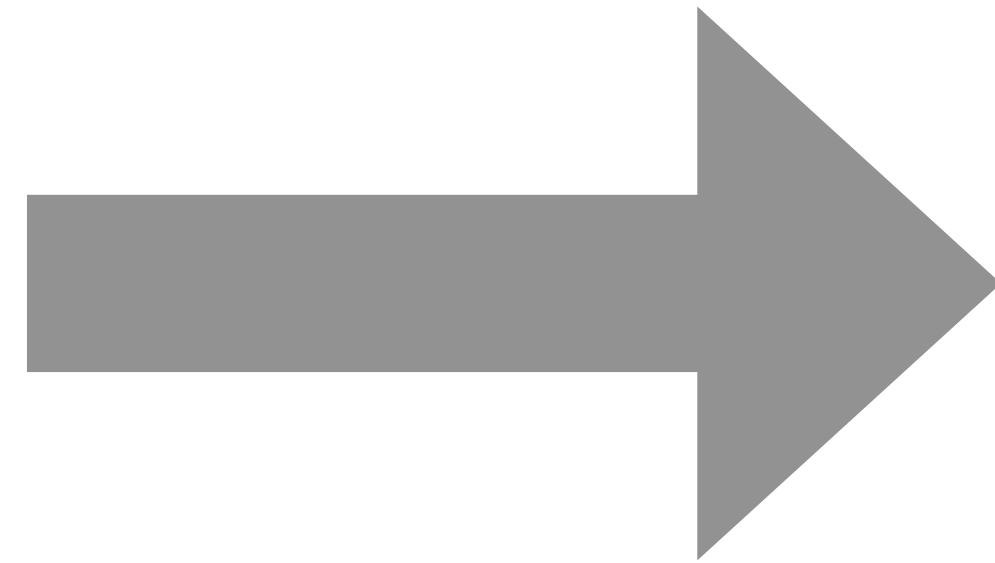




# HR Forms: Mapped and optimised

We started at

101



and ended up at with . . .

54

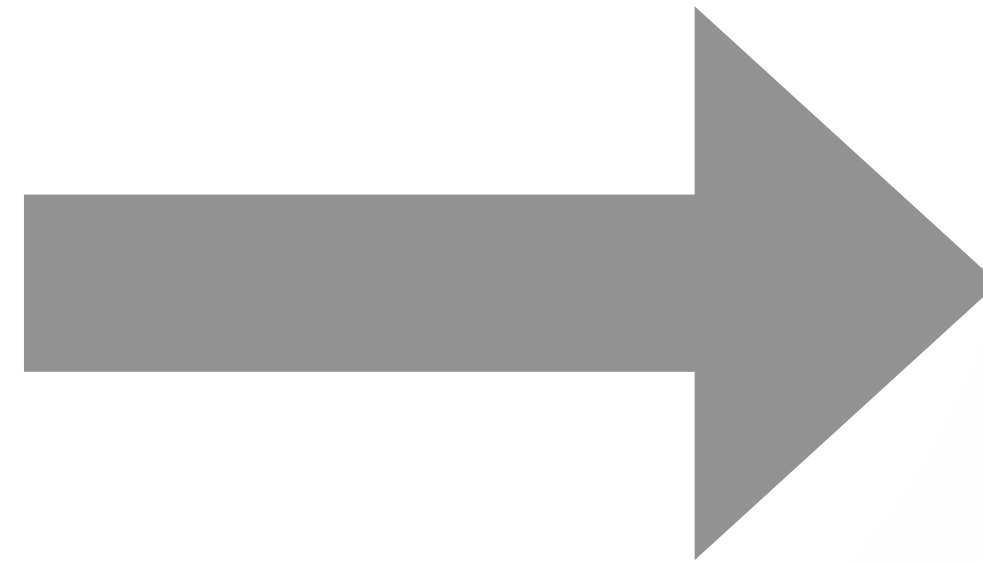
We almost halved the amount of the forms without loss of service



# Approval Pathways

We started at

29



and ended up at with . . .

14

By halving the amount of approvals needed, your request will immediately go to the right person with all the right information.



# Knowledge Articles

Information on HR services and support will be available 24/7. We will have over:

103

knowledge articles on hand

[← Back](#)

# WesternNow HR Forms



## Application for Education Support Allowance

Application for Education Support Allowance

This form is to be lodged with the Office of Human Resources. Supporting documents must be attached to the application - Incomplete applications will be returned.

An Education Support Allowance is payable where a staff member incurs self-education expenses for approved study. The allowance may include reimbursement of costs or contribution towards costs incurred for approved course fees, books, materials, compulsory fees and/or equipment essential to completion of a course or subject.

The Education Support Allowance is a maximum of \$3,000 per person per annum for full-time staff members and pro-rata for part-time to be paid via the payroll and subject to PAYG tax. Any claims for tax exemption should be made to the ATO when completing a tax return. Further information can be obtained from the Professional Development Policy on the University website under Policies and Procedures.

### To lodge this application form:

- Obtain the approval of your Supervisor and Dean/Director
- Attach all original receipts

### 1. YOUR DETAILS

Requestor

Staff ID

\* Position/Title

Email address

School/ Division

Department

Unit

\* Employment type

\* Are you Academic or Professional?

### 2. COURSE DETAILS



Add to Wish List

Submit

### Required information

Employment type  Are you Academic or Professional?

Course of study (in full)  Educational institution

I have attached the academic transcript to show the results of study

Major areas of study  Year commenced  Anticipated year of completion

How does this course of study relate to your current position or career developm...



# WesternNOW

:

## HR Forms

## Activity

## Timeline

Type your message here...

Send

NE Natalie Egan  
22h ago · Additional comments  
Hi Natalie (HR), sorry to have missed the attachment.

NE Natalie Egan  
22h ago  
[Importing Knowledge Articles.pdf](#)  
2.6 MB

NE Natalie Egan  
22h ago · Additional comments  
Hi Natalie (employee), you forgot to add an additional receipt to your application. Please provide for actioning. Thank you

S System  
22h ago · Work notes  
Request has been approved

S System  
22h ago · Work notes  
Approval has been sought from the unit head of this position.

S System  
22h ago · Work notes  
Approval has been sought from the manager of this position.

NE Natalie Egan  
22h ago · Additional comments  
User Natalie Egan has initiated a Education support allowance request

NE Natalie Egan  
22h ago  
[Importing Knowledge Articles.pdf](#)  
2.6 MB

NE Natalie Egan  
22h ago  
HRC0003453 Created

Start





# Example Knowledge Article

## **How to Apply for Education Support Allowance**

Complete the Education Support Allowance form, fill in the required fields, provide evidence of your expenses and submit for approval.

- 1) Complete the Education Support Allowance Application form
- 2) Fill in all fields as required.
- 3) Provide reimbursement details and attach original receipts.
- 4) Upon submitting, your application is routed for approval.

For further information, please email the [HR Operations Team](#) or call 9678 7575.

### **How much Education Support Allowance can I apply for?**

A maximum of \$3,000 per staff member per year.

When an employee is enrolled for less than a full academic year or for one subject, the allowance is a maximum of \$1500.

### **What type of expenses may I claim?**

The allowance may include reimbursement of costs or contributions towards costs incurred for approved course fees, books, materials, compulsory fees and/or equipment essential to the completion of a course or subject.

### **Related Links:**

[Education Support Allowance](#)

### **Related Articles:**

[Apply for Education Support Allowance](#)

Quicker. Simpler. **BETTER**



From October, you will have HR Services  
at your Fingertips.



# What's next?

*Coming soon* WesternNow website where all information, micro videos and help guides will be placed.

Other areas will be launching in WesternNow:

- Academic Division
- Student Experience
- Office of Marketing and Communications
- Strategic Procurement.



**Questions?**





# Contacts

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