CAPITA | Workforce management

iTime Upgrade and Service Changes

iTime
Intelligent Time & Attendance

Following the recent announcement at the National Customer Forum and in the June issue of Capita Intelligence, we would like to remind all customers that as of 1st January 2018, only versions 1508 and 4.1 of Intelligent Time will be supported. This is due to a number of technical reasons around future development of the product.

We ask that all customers are running v1508 as a minimum requirement by 1st January 2018.

We would therefore like to share with you the features of the two supported versions and the associated benefits of upgrading:

Tell me more about the versions and what they've got to offer?

There are currently two live versions - 1508, which was released in 2015 and 4.1, which is our latest major release. The key features of both are outlined below:

Version 1508

v1508 contains a number of new features including:

- **Anomaly Management Interface (AMI)** – Gone are the days of having to deal with anomalies as and when they occur. With AMI, you can deal with bulk anomalies, be that at the end of each day, week or month be it for clocking or over time related issues!

- **Intelligent Cover Request (ICR)** – A brand new feature that allows you to ensure you have the correct level of cover at any particular time. It can also manage holiday and absence requests to maintain the minimum resourcing levels.

- **Facilities Management System (FMS)** – a replacement of Firmware Controller, the new system is responsible for all communication between the system and any clocking or access control hardware on your sites. FMS allows multiple processes to run simultaneously. For example, you could download an update to the terminals and door controls while it still records clocking data.

- **Contract Based Working Rules (CBWR)** - Do you need to create specific working rules for certain employees? The CBWR feature allows you to do this.

- **Single Sign On (SSO)** – Easier, faster access to the suite of systems.

- **Multi Rotation Rotas** – The ability to create "Rotations" when building a rota, removing the need to create multiple rotas with different start times.

- **Rota Change Scheduling (RCS)** - The ability to schedule a rota change in advance; the easy-view user interface ensures the correct rota is selected.

- **Triggered Email Alerts** – receive an email when an anomaly occurs, useful for tracking no-shows and remote workers.

- **Rota History** – Historic rota schedules can be viewed, even if an employee has changed rotas.

Version 4.1

V. 4.1 is our latest release and is the result of two years intensive development. It includes two major new features, Multi-Shift and improved system auditing:

Multi-Shift	Improved System Auditing
Allows the allocation of more than one shift to a working day, if required;	Allows users to easily and simply review changes made within the system including:
Activity records, absence and holiday can now be specific now to an individual shift;	Changes to rotas
Different overtime rules can be applied to specific shifts if required or across the whole day;	Changes to employee holidays, including cancellations and deletions
Shift types can be defined	Changes to pre-booked absences
Employee Multi-shift Screen allows a user to create or edit shift patterns	

iSchedule Integration

V.4.1 also features seamless integrating with Intelligent Scheduling (iSchedule), an adaptive scheduling application that helps users ensure the right people are scheduled at the right times. iSchedule is also fully integrated with System Manager and the new Multi-Shift functionality in iTime.

Bug Fixes

As well as all the new features v1508 and 4.1 also contain numerous bug fixes to improve the stability of the applications and resolve known issues.

What are the benefits of upgrading?

Due to the array of new features in both versions, and the number of bug fixes they contain, when you upgrade, we are confident that you will find the system a lot more user-friendly.

Both versions will also provide you and your business with a standard framework for any future developments that we carry out. As mentioned, as of 1st January 2018, the only versions that will be supported by our support and development teams will be the current -1 versions (in this instance, 4.1 and 1508).

Therefore, you will need to be using v.1508 as a minimum requirement to maintain support from the team.

How do I upgrade?

As long as you're running v1305-1502, if you want to, you can carry out the upgrade yourself. However, our team is available to assist with the installation if you would prefer.

Due to the significant changes to the system, if you are running a version below 1305, we will need to carry out the installation for you. Please, contact your Account Manager for more information and to book an installation.

If you would like to upgrade to v4.1, all installations will need to be carried out by our installation team. Please, contact your Account Manager for more information and upgrade packages.

Preparing for your Time and Attendance Update:

1. Facilities Management Software v Firmware Controller

- Check your terminals, are they black or grey?
- If they are black then please contact your account manager. These terminals are using obsolete hardware/software and have been superseded with new hardware.
- You will need to factor in updating your hardware alongside your software.
- Capita will plan dates to complete the hardware update, if required, to ensure minimum downtime.

2. Check your software

- Within the System Manager application select About from the Help option on the main menu toolbar. This will provide you with your full version number.
- What version is your software?
- If your software is NOT version 38.1508, please contact your account manager.
- Capita will then plan your software update, making sure any bespoke work is also updated to the latest software release.
- A Capita engineer will complete this software update as part of your upgrade project, completing this work on selected days to ensure minimum system downtime.

Need Help?

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Capita WFM Health-check: custom advice for your Time and Attendance system

Our one-day on site consultancy for a system health check includes:
- Review existing system deployment, and how this is integrated into your business work flow.
- Identify gaps, and develop an upgrade plan with milestone.
- Review shift patterns, manual adjustments.
- Review integration into HRMS, or deployment of WFM HR.
- Review software version, and plan migration path.
- Determine your suitability to move across to an automated CBWR setup, rather than managing employees by exception.
- Review employee engagement with the system – activity, clocking, etc.
- Dashboard compatibility.
- Self Service compatibility.

What will you get from your software update?
- The ability to link employee HR training records to their individual access control permissions.
- Multi-shift functionality allows staff to work multiple shifts across any day, with each shift being treated independently.
- Enhanced scheduling functionality.
- Lone worker call checks.

Additional features:
- As part of the update, you will also be entitled to;
- 10 x employee self-service licences free of charge (RRP £5 per employee), with two pre-built dashboards to get you started:
- First Aiders and Fire Marshall's
- Employee holiday and sickness calendar
- Access to the new Capita WFM Support Charter (increased flexibility of support packages).

Throughout your software upgrade you will have a dedicated Capita Project Manager and Software Engineer. This combination will ensure your team of system users are kept up to date on key dates and the progression of your software upgrade.

Pricing:
We're currently running a special offer for installations and a health check. If your business has under 2000 employees, the upgrade to 4.1 and a full health check is only £2000!

How to book your upgrade:
To book your upgrade, simply send the Service Desk a support request entitled "Upgrade Request".

If you have a large business with over 2000 employees please, contact your Account Manager for a bespoke quote and to discuss your upgrade in more detail.