



# Informational Bulletin

## Workforce Telestaff System Upgrade

Date: May 25, 2021

Number: 21.030

Effective Date: May 25, 2021

Expiration Date: N/A

Approved By: Darren L. Stevens, Fire Rescue Chief



Workforce Telestaff is currently operating on v7.1.8.1. We plan to upgrade to the newest version on Thursday, May 27<sup>th</sup>, 2021. This upgrade will start at 1400 and should last about 2 hours. During this system upgrade Telestaff will be unavailable. It is expected that the system will come back online and resume operations with no issues. Telestaff System Administrators will be monitoring the progress and will advise if any issues are encountered. The current version will be backed up prior to starting the upgrade.

### RECOMMENDED ACTIONS

#### *All Staff Recommendations:*

It is recommended that all staff check their schedule prior to the start of the down time for their assignment on Friday, May 28<sup>th</sup> 2021. Further for all staff, please make note of any approved or pending leave requests for reference after the upgrade in the event an issue is encountered.

#### *Battalion Chief Recommendations:*

It is recommended that the Duty Battalion Chief on Thursday, May 27<sup>th</sup>, print hard copies of the roster for Friday, May 28<sup>th</sup>. As well as hard copies of the voluntary sign up list, mandatory holdover list, and mandatory recall list.

### NOTABLE CHANGES

This system upgrade is expected to fix two very notable issues that End Users have been having. The issue where Swaps were not being tracked correctly if the person working the “Swap On” was moved to a different assignment has been fixed. The issue some people encountered with their Floating Holiday not allowing them to enter the full “19.2” hours, but would only accept “19.1” hours, has also been fixed.

A major notable change that has been made to WFTS with the upgrade to v7.3.3. Recently some confusion has been expressed about understanding the Accruals Report tile on the dashboard. Unfortunately, there is no way for us to change this due to where it’s written in the program code. However, with v7.3.3, we have been able to disable this tile. Therefore, your leave accruals will no longer show on your dashboard. With this, you now have the ability to access a report for your accruals. This report is more accurate than what the dashboard tile would show. Please see the directions on page 2 of this IB for how to access. As a reminder, leave accruals are imported at the beginning of every month, usually no later than the 5<sup>th</sup> of the month.

Questions regarding this informational bulletin should be directed to Technician II Coleman, Captain Latham, or Assistant Chief Gillam.

Employees will navigate to the my info tab after login

Notice the missing accruals report section

Date	Time	Duration	Day	Location/Role
Tuesday, May 25, 2021	06:00 - 18:00	12.0h	Daywork D2	FC//Engine 1108/Technician #1 (DO)
Friday, May 28, 2021	06:00 - 18:00	12.0h	Daywork D2 Pay Day	FC//Engine 1108/Technician #1 (DO)
Saturday, May 29, 2021	06:00 - 18:00	12.0h	Daywork D2	FC//Engine 1108/Technician #1 (DO)
Sunday, May 30, 2021	06:00 - 18:00	12.0h	Daywork D2	FC//Engine 1108/Technician #1 (DO)
Monday, May 31, 2021			Memorial Day	
Wednesday, June 02, 2021	06:00 - 18:00	12.0h	Daywork D2	FC//Engine 1108/Technician #1 (DO)
Thursday, June 03, 2021	06:00 - 18:00	12.0h	Daywork D2	FC//Engine 1108/Technician #1 (DO)
Monday, June 07, 2021	06:00 - 18:00	12.0h	Daywork D2	FC//Engine 1108/Technician #1 (DO)
Tuesday, June 08, 2021	06:00 - 18:00	12.0h	Daywork D2	FC//Engine 1108/Technician #1 (DO)

2. Users will need to change the available reports drop down from "Personal History" to "Accruals"

1. Once in the "My Info" tab users will navigate to the "Reports" section

3. The "From" date should be listed as the 1st of the month.

4. Click "View Report"

Accrual Group Number	Remaining	In Period
VE - Vacation Earned		
VAC - Vacation	3.40	-48.00
SE - Sick Earned		
SK - Sick Leave	391.40	
CE - Compensatory Earned		
COMP - Compensatory	0.00	
FE - Floating Holiday Earned		
FH - Floating Holiday	0.00	

After clicking "View Report" the page will refresh. You can now see an accurate amount of "Remaining" leave. The "In Period" section is defined based off your "From" and "Through" parameters.