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Director-General Brief for Noting

Requested by: Chief Executive, Health Support Queensland

Department RecFind No:	BR062291
Division/HHS:	HSQ/PAY
File Ref No:	PP00430

 Department**SUBJECT: Queensland Health rostering solution issue****Issues**

1. Payroll Portfolio experienced a decline in Workbrain system performance over 10 days which has now been resolved.
2. The issue experienced between Thursday, 3 and Sunday, 13 September 2015, was slowness and system overload during periods of high usage, which restricted the ordinary ability to process roster data and forms.
3. There was no risk to the normal performance of the Queensland Health Payroll process.
4. The fortnightly pay on 9 September 2015, was unaffected as processing was completed before the issue arose. The next fortnightly pay will be paid to employees as normal on Wednesday 23 September 2015.
5. After intensive monitoring and extensive diagnostic testing the cause was found to be the result of a simple but obscure data change not catered for in the standard interface to Workbrain. This caused endless looping and abnormal system behaviour which slowed performance excessively.
6. The root cause was repaired so it cannot occur again, and normal processing was resumed.
7. Roster data entry for the next period was completed on Wednesday 16 September 2015.

Background

8. Workbrain is the Queensland Health rostering solution that is used by Payroll Portfolio to manage rosters on behalf of HHS and the Department of Health.
9. On Thursday afternoon, 3 September 2015 intermittent performance issues with Workbrain were noted.
10. Infor (Workbrain vendor) was advised of the problem on Friday, 4 September 2015, and commenced root cause analysis.
11. On Monday, 6 September 2015, a priority 1 incident was raised and intensive diagnostic work was commenced.
12. On Sunday, 13 September 2015, the root cause of the issue was identified and corrected.
13. Payroll Portfolio users resumed normal access to Workbrain on Sunday evening and access to line managers resumed on Tuesday 15 September 2015.
14. View-only access to Workbrain by line managers was temporarily suspended during the final stages of the investigation.
15. Payroll Portfolio data entry staff worked extended hours to ensure that all forms processing was completed on schedule.

Consultation

16. Payroll Portfolio personnel along with Infor (Workbrain vendor), CITEC and Health Services Information Agency worked around the clock until the cause of the issue was identified and resolved.
17. The Chief Executive, Health Support Queensland was provided regular situation reports during the incident.

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MICHAEL WALSH
Director-General

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Ministerial Brief for Approval required
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Director-General's comment

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17 September 2015	17 September 2015	17 September 2015