



## HR Cheat Sheets

Phase One of Mass Instruction Requests:  
Hire, Internal Transfer, Manager Change,  
and Position change.



*NSSO Logo*

Oifig Náisiúnta  
um Sheirbhísí  
Comhroinnte

National  
Shared Services  
Office

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# 1. Filtering and Finding Mass Instruction Requests (MIRs)

There are a number of different filtering options to help track the movement of MIRs within your Department.

There are four new pagelets available on the Case Management System (CMS) homepage:

- MIRs assigned to you,
- MIRs which have been returned by the National Shared Services Office (NSSO) for amendments,
- MIRs where you are the assigned Approver/Checker (if applicable),
- MIRs in your Department which are awaiting approval (if applicable).

The list of all MIRs (accessed through the Local HR User pagelet) can also be **filtered** by:

- The Mass Instruction Type (currently only HR MIRs are active),
- The Mass Instruction Category,
- The Request Status of the MIR,
- The HR officer the MIR is currently assigned to, and
- Excluding closed and cancelled MIRs from the results (this is turned on by default)

The list of MIRs can be **sorted** in ascending or descending order by clicking on any of the column headings.

## 1.1. Visibility

HR has visibility of all MIR statuses except “Scheduled for Processing” and “Processed w/ errors”.

MIRs which are “**Scheduled for Processing**” will only be at this status for a matter of minutes at most. No changes can be made to the MIR once it has been scheduled.

MIRs which are “**Processed w/ errors**” are initially visible only to the NSSO as many errors which can occur during processing can be resolved without additional HR input. If the issue cannot be resolved by the NSSO, it will be returned to HR with a note regarding what fields require amendments and the status will be “**Returned from SSC**”. When returned with this status, only rows which could not be fully processed due to errors can be amended. All other transactions in the MIR will have been processed.

## 1.2. Searching for an officer on an MIR

As the list of MIRs cannot be searched for an individual officer or PPSN, the cases raised On Behalf Of each officer (OBO Cases) must be used to find a specific instruction for active officers in your Department:

1. Using Manage Cases on CMS, bring up a list of all HR cases for your Department.
2. Use the Case Summaries and the officer’s name to identify the OBO Case raised through the MIR. Note that different MIR categories will have different standardised OBO Case summaries.
3. Open the OBO Case, the MIR number will be listed in the Case Description.
4. Use the filtering options to identify the relevant MIR.

Due to existing CMS restrictions, this process cannot be used for officers with a future hire date. These cases may only be accessed through the MIR used to hire them, until the hire date comes to pass.

## 2. New Hires and Rehires

The Mass New Hire Mass Instruction Request (MIR) should only be used when all information will be available to HR for the submission of the request **and** the MIR will accept the required information.

**If the MIR does not allow you to input the required information, such as Payscale, Pension Scheme, or Leave Entitlement, you cannot use this facility.** This is due to the validations and restrictions built into the MIR system to ensure data is provided in a manner that can be seamlessly updated onto the Human Resource Management System (HRMS). For a list of common error messages you may encounter, please see the Error Index of the main HR Guidebook (section six).

Note that officers being rehired must already have a Termination row on their HRMS records. Please contact the Organisation Structure Management (OSM) Team if the officer is still active on HRMS. If the officer's contract is being extended, this should be raised through a **Contract Extension** Case with the Pay Team.

Please note that allowances cannot currently be processed through a Mass New Hire MIR. If an officer is starting with an allowance in your Department, please raise a separate case with the Pay Team to add an allowance.

### 2.1. On Behalf of Cases (OBO Cases)

The Mass New Hire MIR will create an OBO case for each individual officer included on the MIR and it will generate an ePAF on each of these OBO cases.

Once the OBO case has been created **no changes can be made to the MIR or the ePAF for that officer.** This is why it is of vital importance to ensure the data supplied to the National Shared Services Office (NSSO) through the MIR is correct and has been approved by a HR colleague.

## 2.2. Making Amendments

### 2.2.1. Before being processed by NSSO

If the status of the MIR is “Submitted to SSC” then please immediately contact the OSM Team to request the MIR be returned to HR for amendments.

### 2.2.2. After being processed by NSSO

If the OBO case has already been created and there is a change required to information supplied, please see the Making Amendments to the MIR Cheat Sheet (sheet seven) or the making amendments section in the main HR Guidebook (section five) for more detailed guidelines.

## 2.3. ePAF

The ePAF can be viewed by clicking the Show ePAF icon at the right hand side of the Payroll tab on the MIR. This ePAF is automatically populated based on the information provided on the MIR and cannot be changed.



## 2.4. When Will NSSO Review Data on Approved MIRs?

Please note that the instruction from HR will be updated onto the HRMS system based on the information supplied in each MIR. A review of this instruction will be carried out in the following instances only:

### 2.4.1. Attached documents

**The NSSO does not need any documentation to process a New Hire MIR.**

Documentation should be only submitted for the following reasons and only when the information included cannot be submitted as a Comment:

1. If you require it to be stored on the Document Management System (DMS).
2. If you need to provide clarification to the NSSO, for example, why a particular non-standard Pension Scheme or Annual Leave allowance was selected.

Documentation supplied should be categorised under the headings provided and these documents will be recorded on the DMS.

Any documents provided will be reviewed by the relevant team and any required updates, such as further Personal Information not otherwise accommodated by the MIR, will be made.

### 2.4.2. Rehires

All rehires will have manual check of leave entitlements to ensure that any increases for previous service have been applied. As you may not have access to an officer's service records until after their hire date, this review is to ensure all rehired officers start with the appropriate leave.

### 2.4.3. Non-standard pension information

Single Scheme Post 2013 Pension Scheme selections will **not** be reviewed by the NSSO. However, all other Pension Schemes selected on the MIR will result in a NSSO review of this selection. This is a limited continuation of the service currently provided as you may not have access to an officer's previous pension record, should there be one on HRMS.

Where any other Scheme is selected other than the Single Scheme, please provide information in a Comment or a Pension Document to support this selection. For **Designated Office Holder** Pension selection, please provide the **accrual rates** for this scheme in the comments section.



#### 2.4.4. Comments and attachments

Please note that the Comments & Attachments tab on the New Hire MIR should only be used by HRs to **provide clarity on the MIR data** that is being submitted. Comments should not contain any instruction or request to change information already supplied in the MIR.

If you input any comments on an individual officer's row on the MIR, these comments will be moved automatically onto their OBO case for review by the relevant team(s) within the NSSO.

### 2.5. Business Emails

Please note that while a business email address is not required to submit the MIR, it is recommended that one always be provided, where possible.

The email address does not need to be active yet. If an email address is not provided, the creation and issuing of logins will be impacted. Please see the walkthrough of the Personal Information tab (section 4.1.2.) of the main HR Guidebook for additional information.

### 2.6 Position Information

All position information can be changed through the MIR, including whether a position is for a regular or temporary officer. The Position Title will update to the default title, the officer's Job Code followed by the Department ID description, when the Department ID is selected. If the Department ID is not being changed, the Position Title must be manually updated if a change is required.

## 3. Position Change (All Fields and Manager Only)

There are two different Position Change Mass Instruction Requests (MIRs): Position Change - Manager Change Only, and Position Change (not manager change).

**The manager can be changed through both of these MIRs.**

- Position Change - Manager Change Only (Manager Change MIR) can **only** change an officer's manager.
- Position Change (not manager change) (Position Change MIR) can change any combination of the following fields: Manager, Department ID (section), Location, Cost Centre/Account Code and Position Title.

The Staff List Load icon can be used to quickly add multiple officers who have the same manager to a MIR. Please see the Step-By-Step guides in section four of the main HR Guidebook for a detailed walkthrough.



If there is no change to one or more fields, they should simply be left blank in the MIR. For example, if an officer is changing Department ID and Cost Centre, but keeping the same Location and Manager, then only populate the fields that are changing. In this scenario, once the MIR is processed by the NSSO, the pre-existing Location and Manager will populate the HRMS record.

If you are changing an officer's Department ID and their Position Title, best practice is to select the new Department ID **first** and then amend the automatically populated Position Title if necessary.

### 3.1. Historic Position Changes

Unfortunately, historic changes to any position number cannot be made through the MIRs. An error message will appear which will include the effective date of the current Position row for that specific officer. **If the required update can be recorded from this Current Position row date, please amend the effective date on the MIR to this date.**

If the update must be recorded from the historic date, please raise a manual position change case with the Organisation Structure Management (OSM) Team.

## 3.2. Position and Job Data Updates-Manual Intervention

Due to the functionality of the Human Resource Management System (HRMS), not all Position Change MIRs will update the Position Information page and the officer's Job Data page simultaneously. Manual updates to the Job Data page will be required in instances where HRMS functionality will only update Position Information.

In these instances the manual updates will be flagged and completed through the on behalf of (OBO) Case. Any instructions that require submission to Payroll Shared Services (PSS), will follow as normal, using the ePAF on this OBO Case.

## 3.3. OBO Cases

Both the Manager Change and Position Change MIRs will create an OBO case for each individual officer included on an MIR and they will generate an ePAF on each of these OBO cases. Only ePAFs which contain Cost Centre Changes will be sent to the PSS.

**Once the OBO case has been created no changes can be made to the MIR or the ePAF for that officer.** An approval mechanism is in place by default to ensure that these instructions are checked and approved by a HR colleague.

## 4. Field Labels on Error Messages

EFFDT	Hire/Effective date
EMAIL_ADDR	business email
FIRST_NAME	First Name
LAST_NAME	Last Name
BIRTHDATE	Date of Birth
RQST_FOR_EMPLID	PPSN
JOBCODE	located in Position Details popup on “New Position/Work Schedule” tab
ADDRESS1	Address Line 1
CITY	*City / Town
REG_TEMP	located in Position Details popup on “New Position/Work Schedule” tab
GRADE	HRMS Grade Code
STEP	Step
FULL_PART_TIME	located in Position Details popup on “New Position/Work Schedule” tab
CS_BANK_ID	IBAN
PRODUCT_ID	Paygroup
BENEFIT_PLAN	Pension Scheme
ICS_MI_BEN_VAC_PLN	Annual Leave entitlement
OFFICER_CD	Officer Code

<b>CS_IBIC</b>	BIC
<b>ICS_MI_SERV_IND</b>	Previous CS Service in Current Year
<b>CS_ABSW_SCHEDULE.ABSW_SCHEDULE(1).ABSW_SCHD_ID</b>	Work Schedule, located in Position Details popup on “New Position/Work Schedule” tab
<b>CS_ABSV_PLANS</b>	Annual Leave Entitlement
<b>EFFDT</b>	Hire/Effective date
<b>EMAIL_ADDR</b>	business email
<b>FIRST_NAME</b>	First Name
<b>LAST_NAME</b>	Last Name
<b>BIRTHDATE</b>	Date of Birth
<b>RQST_FOR_EMPLID</b>	PPSN
<b>JOBCODE</b>	located in Position Details popup on “New Position/Work Schedule” tab
<b>ADDRESS1</b>	Address Line 1
<b>CITY</b>	*City / Town
<b>REG_TEMP</b>	located in Position Details popup on “New Position/Work Schedule” tab
<b>GRADE</b>	HRMS Grade Code
<b>STEP</b>	Step
<b>FULL_PART_TIME</b>	located in Position Details popup on “New Position/Work Schedule” tab
<b>CS_BANK_ID</b>	IBAN

<b>PRODUCT_ID</b>	Paygroup
<b>BENEFIT_PLAN</b>	Pension Scheme
<b>ICS_MI_BEN_VAC_PLN</b>	Annual Leave entitlement
<b>OFFICER_CD</b>	Officer Code
<b>CS_IBIC</b>	BIC
<b>ICS_MI_SERV_IND</b>	Previous CS Service in Current Year
<b>CS_ABSW_SCHEDULE.ABSW_ SCHEDULE(1).ABSW_SCHD_ID</b>	Work Schedule, located in Position Details popup on “New Position/Work Schedule” tab
<b>CS_ABSV_PLANS</b>	Annual Leave Entitlement

## 5. Internal Transfers

The majority of all Internal Transfers will be automated by the Mass Instruction Requests (MIRs), however, there are some restrictions:

1. Historic changes cannot be made to the new position.
2. Vacant Position numbers are only selectable if they are vacant from the effective date of the MIR **and** are not already due to be filled at a later date.
3. Allowances cannot be added or ended.
4. Promotions cannot be processed as an officer's Job Code cannot be changed through the MIR.
5. Work schedules cannot currently be changed through the MIR.

If the Internal Transfer you want to submit meets any of the above criteria, please see the related workarounds:

1. Manual Internal Transfer Case required with summary "Historic Internal Transfer"
2. If a position is occupied, the officer in that position must be moved or terminated before the Position Number becomes selectable.
3. Internal Transfer processed through the MIR and a case raised with the Pay Team to add or remove an allowance.
4. If the Job Code is changing due to a promotion, a manual promotion case is required. If the Job Code is changing to correct an error, a manual data clean up case is required.
5. The MIR should be submitted as if the officer is not changing Workshare Pattern (WSP). HR should raise a case with Leave Management on behalf of the officer to change their WSP from the date of the transfer. In order to minimise processing time, the days worked and confirmation of HR approval should be included in the Case Description.

## 5.1. Swapping positions or responsibilities

The Internal Transfer MIR **should not be used** for cases where two or more officers are swapping roles and responsibilities with each other.

The MIR can be used for cases where one officer is moving to a different role and someone is transferring in to take over the now vacant role. Two separate MIRs are required to process these instructions.

## 5.2. On Behalf of Cases (OBO Cases)

The Mass Internal Transfer MIR will create an OBO case for each individual officer included on the MIR and it will generate an ePAF on each of these OBO cases. Only ePAFs which contain Cost Centre Changes will be sent to the PSS.

**Once the OBO case has been created no changes can be made to the MIR or the ePAF for that officer.** An approval mechanism is in place by default to ensure that these instructions are checked and approved by a HR colleague.



## 6. General Best Practice

There are a number of things to keep in mind to get the most out of the Mass Instruction Requests (MIRs) and to eliminate delays. Any restrictions that are currently in place on an MIR are due to the functionality of the Case Management System (CMS) and to facilitate the automatic updating of the Human Resource Management System (HRMS).

### 6.1. Case Sensitivity

Some, but not all, search fields are case sensitive in the MIR and will provide different search results depending on where capital letters are used. This is due to existing functionality in CMS.

### 6.2. Vacant Position Numbers

If you are re-using a vacant position number in a Hire or Internal Transfer MIR, you must click the radio button on the far left of the list to select a number **and** then click Choose. Clicking anywhere else on the row will only highlight it and your selection will either not change, or remain blank.

Some vacant positions will have active direct reports. This is indicated on the column on the far right of the list of vacant position numbers. **These positions should only be selected if the officer on the MIR is to be the manager of the active direct reports.** If an officer is incorrectly assigned direct reports, it could have GDPR implications.

### 6.3. Save as You Go

As there are multiple ways to be automatically logged out of CMS (inactivity for a set period of time, or conflicts between CMS and HRMS, for example) it is important to save your work as you go. This is particularly important if multiple people in your Department work on a given instruction type in order to avoid a “Page data is

inconsistent with database (18,1).” error message, which will result in any changes you made since your last save being deleted.

## 6.4. Refresh Data

Sometimes when selecting officers through the “Staff List Load” function, or adding officers with existing records to an MIR, the data on the Current Information tab will not fully load. While the MIR will prevent any data conflicts caused by incorrect data to be submitted, for example, a full time officer being put on a workshare pattern, this can cause delays if the issue is not identified until you attempt to submit. By clicking the Refresh button after using the staff list load, the officer’s information will repopulate, ensuring visibility of all existing data and avoiding conflicts which prevent submission of the MIR.

## 7. Making Amendments

Due to the nature of how the Human Resource Management System (HRMS) is updated through the Mass Instruction Requests (MIRs), once a row has been partially processed it cannot be deleted, and once a row has been fully processed it cannot be amended or changed at all. Depending on the type of change required and the stage of the MIR, these changes may be able to be corrected through the MIR system. In other instances, a manual case will need to be raised.

### 7.1. If the MIR Has Not Been Processed

Provided the MIR is at the status “Submitted to SSC”, it can be requested back from the National Shared Services Office (NSSO). In these instances, please contact the Organisational Structure Management (OSM) Team to request the MIR be returned to HR. The MIR will show up as a Critical Request at the “Returned from SSC” status.

As the MIR will not have been processed at this stage, rows can be deleted and all fields can be amended.

### 7.2 If the MIR Has Been Partially Processed

Partially processed MIRs fall into one of two categories: MIRs where no rows have been fully processed, and MIRs where at least one row has been fully processed.

#### 7.2.1. No rows fully processed

Where no rows have been fully processed and the MIR is returned to HR all rows can be amended. Due to how HRMS is updated through the MIR system, if any part of the row has been processed then the row cannot be deleted.

### 7.2.2. At least one row fully processed

Any rows which have been fully processed cannot be amended through the same MIR. Any row which has been partially processed can be amended.

## 7.3. If the MIR Has Been Fully Processed - Changes to Position Information

If the row you wish to amend has been fully processed, a Position Change MIR can be used to change the officer's Cost Centre, Department ID, Location Code, and/or Manager from the same effective date that has already been processed.

In order to use a second MIR the following criteria must be met:

- The officer must already be active on the system, **and**
- The information must pertain to the officer's **current position number**.

Changes to future dated Internal Transfers or Hires cannot be done in this way unless making the amendment can be delayed until the effective date of the hire or transfer.

## 7.4. If the MIR Has Been Fully Processed - Any Other Changes

If a change needs to be made which cannot be processed through a new Position Change MIR, a new case must be raised with the OSM Team on behalf of the officer detailing the required changes. These cases should be created in the officer's name unless they relate to a future hire, where the case can be raised in a HR officer's name.

If a change is requested via email you will be asked to create a case on behalf of the officer so that the change can be tracked and managed accordingly.