FSA Meat Plant Inspection Timesheeting Service

'As-is' end-to-end service experience blueprint (September 2019)

The timesheeting service enables the FSA pay for, and recover costs of, inspection duties carried out at meat plants.

The timesheeting service has evolved since 2007 to support the payment and recharge of inspection services that the FSA has to undertake at food business operators, using staff and contract inspectors, vets and auditors.

This service blueprint highlights the components that enable the timesheeting service to facilitate the payment for and recovery of costs relating to inspection duties.

Timesheet data must be timely and accurate to enable friction-less revenue and accounting processes.

Notes

Selected Acronyms

AM - Area Manager
CMHI - Contract Meat Health Inspector
CPA - Charges Payment Adjustment
CSU - Corporate Support Unit
DEFRA - Department of Environment, Food & Rural Affairs
E&P - Establishments and People
FBO - Food Business Operator
FSA - Food Standards Agency
ITL - Inspection Team Leader
MHI - Meat Health Inspector
OV - Official Veterinary
RA - Revenue Accounting
SDP - Service Delivery Partner
SOR - Statement of Resources

Service Snapshot

The timesheeting system is owned by Revenue Accounting.

The timesheet system is principally used by:
- Meat Hygiene Inspectors and Official Veterinarians, who may be:
  - Full-time FSA staff.
  - Contractors provided by one or more Service Delivery Partners.
- Inspection Team Leads and Area Managers.
- Revenue & Accounting teams.

Timesheet data is used by:
- Revenue Accounting:
  - Charging Team.
  - Payroll Team.

The timesheet system is supported by:
- IT Helpdesk (as part of the managed services provided by Unit4Bob).
- Revenue & Accounting.

Technical maintenance of and changes to the timesheet system is delivered at cost by Shared Services Connected Ltd (SSCL).

Activity and Description describe key stages in the timesheeting system

Success Criteria describes the factor(s) that determine whether the service is fit for purpose.

Pre-requisites describes factors that must be in place before starting a process.

Primary Stakeholder describes the key user group(s) at each part of the timesheeting system lifecycle

Applications, Technology, Data & Information describes the touch points with enabling technology and pieces of information, either digital or physical.

Legislation, Policy & Business Rules describes the key pieces of governance that determine how the timesheeting system must operate.

Related Processes describes touch points with processes that may be outside the immediate scope of timesheeting procedures.

Handovers describe touch points between user groups, teams and

Business Pain Points describes service-level gains that impact successful outcomes.

Constraints describe factors that must be considered in changing existing or designing new service components. Constraints should not be interpreted as blocking or preventing change.

Timeline describes current timeframes for completing timesheet-related

Metrics describes key statistics and/or measurable data.

MHIs and OVs working with **900 plants** across England & Wales.

353 FSA meat hygiene inspectors and approx. **650** contract MHIs and OVs in 2018.

30 minutes per week to complete timesheets.

900 timesheets submitted every week in 2018.

66 hours per week spent by 33 ITLs checking timesheets.

1170 hours per year spent by 33 ITLs on timesheet rework.

Touch Point	Manage legislation, policy and business rules	Manage timesheet system user (On- and off-boarding)			Submit timesheets	Manage timesheets	
Activity	Define FSA policy and procedures	Activate timesheet user	Re-activate timesheet user	Deactivate timesheet user	Submit timesheet	Review timesheets	Amend timesheets
Description	Revenue Accounting interprets EU and UK legislation and develops guidance to deliver charging process and procedures.	A new MHI or OV registered account is enabled to use the timesheet system. Process owner: Revenue Accounting	The registered account of a returning MHI or OV is enabled to use the timesheet system. Process owner: Revenue Accounting	Corporate Support Unit oversees the deactivation of a registered account and access to the timesheet system. Process owner: Revenue Accounting	As MHI or OV submits a weekly timesheet to the Food Standards Agency. Process owner: Revenue Accounting	An ITL or Area Manager verifies that the timesheets for the MHIs and OVs in their cluster. Process owner: Revenue Accounting	1. MHI or OV notes timesheet information is incorrect from their ITL or Area Manager and requests a manual edit on behalf of MHI or OV. Process owner: Revenue Accounting
Success Criteria	Policies, procedures and business rules are defined and agreed. Process owner: Revenue Accounting	A new MHI or OV can access the timesheet system, complete and submit their timesheet. Process owner: Revenue Accounting	A returning MHI or OV can access the timesheet system, complete and submit their timesheet. Process owner: Revenue Accounting	Leavers can no longer access the timesheet system. Process owner: Revenue Accounting	MHI or OV can access their timesheet from their computer and submit their timesheet. Process owner: Revenue Accounting	An ITL can access the timesheets for MHIs and OVs at the appropriate grade and validate the data within the required timeframe. Process owner: Revenue Accounting	Any amendments to timesheets are made in a timely manner and in a way that ensures the data is fit for purpose. Process owner: Revenue Accounting
Pre-requisites		1. Contractor has DEFRA and Meat Government authorisation to operate as an MHI or OV. 2. Staff member is FSA registered. Process owner: Revenue Accounting	1. Contractor has DEFRA and Meat Government authorisation to operate as an MHI or OV. 2. Staff member is FSA registered. Process owner: Revenue Accounting		MHIs/OVs are and SDP staff(?) must have access to a computer to use the timesheet system. Process owner: Revenue Accounting	1. MHI/OV has submitted timesheets. 2. Contract SoR is available. Process owner: Revenue Accounting	Revenue accounting only manage amendments to timesheets with authorisation from a field operations. Process owner: Revenue Accounting
Primary Stakeholder	Revenue Accounting. Process owner: Revenue Accounting	1. HR 2. Corporate Support Unit 3. Revenue Accounting. Process owner: Revenue Accounting	1. HR 2. Corporate Support Unit 3. Revenue Accounting. Process owner: Revenue Accounting	1. HR 2. Corporate Support Unit 3. Revenue Accounting. Process owner: Revenue Accounting	Field Operations. Process owner: Revenue Accounting	Field Operations Management. Process owner: Revenue Accounting	Revenue accounting. Charging Team. Process owner: Revenue Accounting
Applications, Technology, Data & Information		1. Active Directory 2. FSA Contract Management is a centralised system for managing the details of FSA staff and roles/ranks from DEFRA contracts. 3. Contract Management documentation. Process owner: Revenue Accounting	1. Active Directory 2. Contract Management. Process owner: Revenue Accounting	1. Active Directory 2. Contract Management. Process owner: Revenue Accounting	1. Timesheet System 2. Citrix Thin Client / Laptop 3. Food Standards Agency Intranet (authentication) 4. Officeland 5. Staff Hub 6. Timesheet User Guide - System guidance for all operational staff 7. Timesheet Data Quality Guidance for all Operational Staff 8. Ofsted Time Recording 9. Charges Guide. Process owner: Revenue Accounting	1. Timesheet System 2. Citrix Thin Client / Laptop 3. Food Standards Agency Intranet (authentication) 4. Officeland 5. Staff Hub 6. Timesheet User Guide - System guidance for all operational staff 7. Timesheet Data Quality Guidance for all Operational Staff 8. Ofsted Time Recording 9. Charges Guide. Process owner: Revenue Accounting	1. Timesheet System 2. Citrix Thin Client / Laptop 3. Food Standards Agency Intranet (authentication) 4. Officeland 5. Staff Hub 6. Timesheet User Guide - System guidance for all operational staff 7. Timesheet Data Quality Guidance for all Operational Staff 8. Ofsted Time Recording 9. Charges Guide. Process owner: Revenue Accounting
Legislation, Policy & Business Rules	Article 26, 27 and 28 of Regulation (EC) No 882/2004 the EU Regulation's require Member States to establish rules on charges and other official controls changes to be raised to FBOs. Process owner: Revenue Accounting	1. FSA staff must be FSA registered. 2. Contractor must have DEFRA and Welsh Government authorisation to operate as MHI or OV. Process owner: Revenue Accounting	1. FSA staff must be FSA registered. 2. Contractor must have DEFRA and Welsh Government authorisation to operate as MHI or OV. Process owner: Revenue Accounting		Timesheet inputters should apply guidance from the following: - Timesheet User Guide - System guidance for all operational staff - Ofsted Time Recording Guidance for All Operational Staff - Ofsted Time Recording. Process owner: Revenue Accounting	Timesheet managers should apply guidance from the following: - Timesheet User Guide - System guidance for all operational staff - Ofsted Time Recording Guidance for All Operational Staff - Ofsted Time Recording. Process owner: Revenue Accounting	Timesheet managers and Charging Team members should apply guidance from the following: - Timesheet User Guide - System guidance for all operational staff - Ofsted Time Recording Guidance for All Operational Staff - Ofsted Time Recording. Process owner: Revenue Accounting
Related Processes		Joiners, Movers, Leavers Process. Process owner: Revenue Accounting	Joiners, Movers, Leavers Process. Process owner: Revenue Accounting	Joiners, Movers, Leavers Process. Process owner: Revenue Accounting			Charges Payment Adjustment (CPA) Process (Manual process). Process owner: Revenue Accounting
Handovers		1a. HR notifies CSU of new starter in Joiners Movers Leavers Process. 1b. Alternative IT Service is created where new starter 2. CSU notifies Area Manager/Inspection Team Leader of IT support when they system access the timesheeting system. Process owner: Revenue Accounting	1a. HR notifies CSU of returning MHI or OV. 1b. CSU notifies CSU of returning MHI or OV. 2. CSU actioned, IT Service re-reactivates the account. 3. CSU notifies Area Manager/Inspection Team Leader of IT support when they system access the timesheeting system. Process owner: Revenue Accounting	1. Line manager advises HR of leaver. 2. HR notifies CSU of leaver. 3. CSU actioned, IT Service re-deactivates registered user accounts. 4. CSU notifies Leaver the Helpdesk for IT Support when they cannot access the timesheeting system. Process owner: Revenue Accounting	BACKOV completes timesheets on behalf and sends for manager. Process owner: Revenue Accounting	1. If the ITL identifies a timesheet, the ITL contacts the MHI or OV responsible where they can meet logic or consistency checks. Process owner: Revenue Accounting 2. The ITL seeks reasons for declining a timesheet in the timesheet system. Process owner: Revenue Accounting	1. ITL advises MHI/OV (manual or phone) to amend a declined timesheet. 2. ITL, MHI or OV amends the timesheet and resubmits timesheet unavailable. 3. Complaints Team requests a timesheet amendment/correction to resolve a query. Process owner: Revenue Accounting
Business Pain Points	1. Policy and process change may require engagement with the relevant teams and significantly extended timescales for implementation. 2. Policy process and procedure change require engagement with the relevant teams and extensive re-skilling. Process owner: Revenue Accounting	1. SDP can notify CSU of new starter or short notice. 2. Delays in the authorisation process mean that MHIs and OVs are unable to access the timesheet system and the accuracy of the charging process. 3. Contract Manager team in each work before they have been set up in the timesheeting system. Process owner: Revenue Accounting	1. Ofsted & Joiners Movers Leavers SDP's have a separate high volume of contract staff. 2. Contract MHIs and OVs may have more than one contract and multiple roles/ranks. 3. Contract MHIs and OVs may have more than one contract and multiple roles/ranks. Process owner: Revenue Accounting	1. FSA are not consistently notified by the Contract Management Team of leavers. 2. CSU actioned, IT Service re-deactivates registered user accounts. Process owner: Revenue Accounting	1. The nature of MHI/OV work and the requirement of timesheet data quality makes difficult to comply with the guidance to enter timesheet data daily. 2. The technology and system functionality available to MHIs/OVs from plant to plant is not consistent. Some plants are not able to complete timesheets daily and/or on time. Process owner: Revenue Accounting	1. Contract MHIs and OVs may have more than one contract and multiple roles/ranks. 2. Where SDP manages identify timesheet errors they must separately inform the Contract Management Team who, plant, the inspector, make amendments themselves. Process owner: Revenue Accounting	1. Any amendments to timesheets pose a risk to the accuracy of the data, potentially increase ITL workloads, and increase the number of handovers in the timesheeting process. 2. Where the charging or payment process is affected, there can be a delay in the Revenue Accounts. Process owner: Revenue Accounting
Constraints	New EU legislation regarding charging and official controls (Regulation (EU) 2017/625) is currently being implemented, ongoing. The UK does not currently have a mature, well-tested, end-to-end policy for controlling progress in the UK's, and hence the European Union's, three key pillars of risk-based, evidence, approach. Process owner: Revenue Accounting	Obtaining Defra / Welsh Gov authorisations also causes delays. Process owner: Revenue Accounting	Obtaining Defra / Welsh Gov authorisations also causes delays. 2. Re-activating a user account should normally be a lot quicker than creating a new account. Process owner: Revenue Accounting	1. Leaver should submit all timesheets before leaving the FSA or SDP to prevent delays in processing payroll, charging, payroll and payments (overpaid). Process owner: Revenue Accounting	1. Ability to submit timesheets is dependent on internet connectivity which is not always reliable. 2. Timesheet system is accessed via office/remote. 3. Ownership of the timesheeting system focus dependent on third parties to enhance or make iterative improvements to the timesheeting system and its interfaces (Revenue/payroll, third party). Process owner: Revenue Accounting	1. The ITLs/AM can only amend timesheet data if they have access to the timesheeting system, timesheets to timesheets outside this window must be approved by Revenue Accounting. 2. Jobscape ID is in place, they cannot delete the data, Bob (and other timesheeting	1. Amendments to time recording data must be made via the timesheeting system, which is not always fit for purpose, is not efficient to apply (particularly for charges). 2. The ownership of the timesheeting system are dependent on third parties to enhance or make iterative improvements to the timesheeting system and its interfaces (Revenue/payroll, third party). Process owner: Revenue Accounting
Timeline	Up to 5 years	Up to 1 working week	Up to 1 working week	As required	End of Tuesday following working week	End of Friday after accounting week	By end of Friday after accounting week
Metrics					1. 900 timesheets submitted per week in 2018. 2. Average 1.5 hours per person per week on timesheets. 3. ITL checking pay bill (20.8) 4. Average pay per hour - £12.30 5. £12,800.00 per year spent on FSA time rechecking timesheets. Process owner: Revenue Accounting	1. 30,000 timesheets submitted annually in 2018. 2. Estimated number of timesheet m. exists - 4,800 (1.0% of total). 3. Average time spent on each per timesheet = 5.45hrs 4. Average pay per hour = £15.50 (MHI) 5. £15,25 million year spent on	

Touch Point	Use timesheet data							Support timesheet system			Maintain timesheet system	
Activity	Manage Statement of Resources	Produce timesheet and charging reports	Process FBO charges	Collect unpaid charges	Pay FSA staff	Pay contractors		Manage incident ticket	Manage timesheet query	Manage documentation	Update timesheet system screens	Manage pilots, sites and activities
Description	As ITL reviews and updates the Statements of Resources that document the working arrangements at an FBO. Process owner: Revenue Accounting	Scheduled and manual reports are produced to ensure that the data analysts are provided to ITLs, Area Leaders, produce Invoice Backing Schedules. Process owner: Revenue Accounting	The Charging Team in Finance processes monthly charging to Invoice FBOs for services. Process owner: Revenue Accounting	The Debt Recovery Team in Finance follows up unpaid FBO charges. Process owner: Revenue Accounting	The Payroll Team in Finance processes monthly payments. Process owner: Revenue Accounting	The Payroll Team in Finance processes monthly payments. Process owner: Revenue Accounting		The IT Helpdesk is interfaced to logs and monitor timesheet application related incidents. Process owner: Revenue Accounting	Revenue Accounting responds to timesheet queries, related calls. Process owner: Revenue Accounting	Revenue Accounting creates and maintains system helps and process guidance. Process owner: Revenue Accounting	Revenue Accounting requests changes and improvements to the timesheeting system. It manages the system. Process owner: Revenue Accounting	Interpreters, sites and activities are set up in the timesheeting application. Process owner: Revenue Accounting
Success Criteria	The SOR is current and reflects the working arrangements at the individual plant, in a way that is fit for purpose. Process owner: Revenue Accounting	Revenue accounting and ITLs can meet the status of timesheets and errors are minimised. Process owner: Revenue Accounting	The Charging Team can invoice FBOs in a timely manner with accurate data. Process owner: Revenue Accounting	The Debt Collection Team can rely on accurate data to recover unpaid charges. Process owner: Revenue Accounting	FSA staff are paid in a timely manner. Process owner: Revenue Accounting	SDP staff are paid in a timely manner. Process owner: Revenue Accounting		Problems with the timesheet system have minimal impact on users. Process owner: Revenue Accounting	Timesheet system users understand the processes and timelines. Process owner: Revenue Accounting	Timesheet system users and process stakeholders can access self-service help. Process owner: Revenue Accounting	The timesheeting system is configured and maintained to collect correct metrics. Process owner: Revenue Accounting	Timesheeting users can toggle between and amendes against current plants. Process owner: Revenue Accounting
Pre-requisites	1. ITL can access current and accurate timesheet data to compare current SOR against actual effort delivered. 2. ITL can access SOR. 3. ITL can access stakeholder to validate timesheet data and review actual service delivery. Process owner: Revenue Accounting		1. Timesheets for the charging period have been submitted and accurate information. Process owner: Revenue Accounting		Timesheets for the charging period have been submitted with accurate. Process owner: Revenue Accounting	Timesheets for the charging period have been submitted with accurate. Process owner: Revenue Accounting						
Primary Stakeholder	Field Operations Management. Process owner: Revenue Accounting	Revenue accounting. Charging Team. Process owner: Revenue Accounting	Revenue accounting. Charging Team. Process owner: Revenue Accounting	Revenue accounting. Charging Team. Process owner: Revenue Accounting	Revenue accounting. Payroll Team. Process owner: Revenue Accounting	Revenue accounting. Charging Team. Process owner: Revenue Accounting		IT Helpdesk. Unit4Bob. Process owner: Revenue Accounting	Revenue accounting. Charging Team. Process owner: Revenue Accounting	Revenue accounting. Charging Team. Process owner: Revenue Accounting	1. Revenue accounting. 2. IT. Process owner: Revenue Accounting	1. Field Operations. 2. Revenue accounting. Process owner: Revenue Accounting
Applications, Technology, Data & Information	1. Timesheet System 2. Citrix Thin Client / Laptop 3. Log Review. Process owner: Revenue Accounting	1. Timesheet System 2. Citrix Thin Client / Laptop 3. Log Review 4. Statement of Resources 5. Staff Hub 6. Timesheet User Guide - System guidance for all operational staff 7. Ofsted Time Recording Guidance for All Operational Staff 8. Ofsted Time Recording. Process owner: Revenue Accounting	1. Charging SAS 2. Charges Invoicing System 3. Log Review 4. Statement of Resources 5. Ofsted IT Time Recording 6. Time Recording Guidance for Operational Staff. Process owner: Revenue Accounting	1. Charging SAS 2. Charges Invoicing System 3. Log Review 4. Statement of Resources 5. Ofsted IT Time Recording 6. Time Recording Guidance for Operational Staff. Process owner: Revenue Accounting	1. Timesheet System 2. Citrix 3. Log Review. Process owner: Revenue Accounting	1. Timesheet System 2. Log 3. Log Review. Process owner: Revenue Accounting		Timesheet System. Process owner: Revenue Accounting	1. Timesheet System 2. Ofsted IT Time Recording 3. Time Recording Guidance for Operational Staff 4. Statement of Resources 5. Ofsted IT Time Recording. Process owner: Revenue Accounting	1. Timesheet System 2. Ofsted IT Time Recording. Process owner: Revenue Accounting	Timesheet System. Process owner: Revenue Accounting	Timesheet System. Process owner: Revenue Accounting
Legislation, Policy & Business Rules	1. Ofsted IT Time Recording 2. FSA policy and approach guidance. Process owner: Revenue Accounting	1. Ofsted IT Time Recording. Process owner: Revenue Accounting	1. Ofsted IT Time Recording. Process owner: Revenue Accounting									
Related Processes	1. Create Government of Resources. 2. Update Government of Resources. Process owner: Revenue Accounting		Monthly Charging and Remittances Process (Automated transmission data transfer, manual verification tasks). Process owner: Revenue Accounting	1. Charges Payment Adjustment (CPA) Process (Manual process). 2. Monthly Charging and Remittances Process (Automated transmission data transfer, manual verification tasks). Process owner: Revenue Accounting	Payroll Process. Process owner: Revenue Accounting	SDP Payments Process. Process owner: Revenue Accounting		IT Incident Management Process. Process owner: Revenue Accounting				IT Incident Management Process. Process owner: Revenue Accounting
Handovers	1. ITL discusses the SOR with the FBO. 2. ITL communicates SOR to contractor. 3. Contractor updates SOR and sends it to authorised and delegated at the plant. Process owner: Revenue Accounting	Charging Team provides reports to ITLs. Process owner: Revenue Accounting	Charging Team extracts ITL to review and resolve timesheet anomalies picked up in the Pre-Charge processing. Process owner: Revenue Accounting		1. Payroll Team refers errors in timesheets to Charging Team to be resolved. Process owner: Revenue Accounting	1. Payroll Team refers errors in timesheets to Charging Team to be resolved. Process owner: Revenue Accounting		1. IT Helpdesk refer to Revenue Accounting where the issue requires Revenue Accounting. 2. Users logging call with IT Helpdesk should be referred to the Charging Team if the issue is timesheet activity queries. 3. Users calling Revenue Accounting may be referred to the IT Helpdesk where the query is an IT issue. Process owner: Revenue Accounting	1. IT Helpdesk refer to Revenue Accounting where the issue requires Revenue Accounting. 2. Users logging call with IT Helpdesk should be referred to the Charging Team if the issue is timesheet activity queries. 3. Users calling Revenue Accounting may be referred to the IT Helpdesk where the query is an IT issue. Process owner: Revenue Accounting	1. Revenue Accounting raised issues for system enhancements to IT Helpdesk and Revenue Accounting system development team. Process owner: Revenue Accounting	1. Revenue Accounting raised requests for system enhancements to IT. 2. IT manage any system development work. Process owner: Revenue Accounting	1. Approval & Registrations allocates system access to users in accordance to approved plans and activities set out in Model 1 SOR and passed to SDS. 2. SDS provisions and sets up the activities chosen. Process owner: Revenue Accounting
Business Pain Points	1. Staff have to manually enter the hours they discrepancy between the SOR and current ongoing working practices, which results in a lot of plans, services and concessions may track and timesheet information keeps throw the process and agreements with FBOs. Process owner: Revenue Accounting	ITLs move review multiple reports and enter sources of information both manually and electronically. Process owner: Revenue Accounting	1. Missing timesheets means charging is inaccurate (timesheet data is required for charging). 2. Inaccurate information could impact the ability to recognise legal challenges. 3. Missing timesheets could cause reputational harm to the FSA. 4. Non-timesheet policy can result in a legal challenge. 5. Monthly Charging and Remittances Process (Automated transmission data transfer, manual verification tasks). Process owner: Revenue Accounting	1. Inaccurate or incomplete information could impact the ability to recognise legal challenges. 2. Inaccurate information could cause reputational harm to the FSA. 3. Non-timesheet policy can result in a legal challenge. 4. Monthly Charging and Remittances Process (Automated transmission data transfer, manual verification tasks). Process owner: Revenue Accounting	1. Timesheet errors cause issues in adjust salary payments in the following month. Payroll Process (Manual process - monthly timesheet). Process owner: Revenue Accounting 2. Timesheet errors require manual resolution in Payroll and pay issues to be made. Process owner: Revenue Accounting	1. Timesheet errors cause issues in adjust salary payments in the following month. Payroll Process (Manual process - monthly timesheet). Process owner: Revenue Accounting 2. Timesheet errors require manual resolution in Payroll and pay issues to be made. Process owner: Revenue Accounting		Non-ids sent to the Unit4Bob helpdesk are not consistently recorded, and are chased on the Charging Team for policy and process guidance. Process owner: Revenue Accounting	1. Revenue Accounting requests field agents access a range of subjective information to support the delivery of the timesheeting system. There is no consistent process in place. 2. Ideally, documentation and support materials are available to users but it is not clear people are using them in the field. Process owner: Revenue Accounting			
Constraints	1. Changes in the charging process must be co-created in scope to the following UK legislation which implement EU regulations: - The Meat (Official Controls Charges) (England) Regulations 2015 - The Meat (Official Controls Charges) (Wales) Regulations 2015 The Meat (Official Controls Charges) (Scotland) Regulations 2015 are not in force yet. The FSA can oppose against the EU's proposal. Process owner: Revenue Accounting	1. Changes to the charging process must be co-created in scope to the following UK legislation which implement EU regulations: - The Meat (Official Controls Charges) (England) Regulations 2015 - The Meat (Official Controls Charges) (Wales) Regulations 2015 The Meat (Official Controls Charges) (Scotland) Regulations 2015 are not in force yet. The FSA can oppose against the EU's proposal. Process owner: Revenue Accounting								As owners of the timesheeting system, SSL are dependent on third parties to enhance or make iterative improvements to the timesheeting system and its interfaces (Revenue/payroll). Process owner: Revenue Accounting	As owners of the timesheeting system, SSL are dependent on third parties to enhance or make iterative improvements to the timesheeting system and its interfaces (Revenue/payroll). Process owner: Revenue Accounting	Information on pilots, plants, sites and activities is the timesheeting application. Process owner: Revenue Accounting and Approvers (UK)	
Timeline	As required	As required	Monthly as per accounting period	As per accounting period	Monthly as per accounting period	As required	As required	As required	As required	As required	As required	As required
Metrics			1. Approx. 500 FBOs across England and Wales. 2. Approx 50 FBOs to be invoiced monthly. Process owner: Revenue Accounting	1. Approx. 500 FBOs across England and Wales. 2. Approx 50 FBOs to be invoiced monthly. Process owner: Revenue Accounting	1. Average weekly mid-year pay rise for (ITL's salary - £81,247.14) 2. Average weekly mid-year overtime (£2 rate - £48,223.75)							