Sogeti Finland

CTR instructions for Sogeti Consultants

1.6

Version	Date	Changes
1.0	21.8.2020	First version
1.1	23.10.2020	Chapters 3.5.1, 3.5.3 and 3.5.7 updated
1.2	30.12.2020	Chapter 3.5.3 and chapter 4.5 updated
1.3	21.5.2021	Chapters 3.1, 3.2, 3.3, 3.4 updated
1.4	17.8.2021	Chapters 4.5 and 3.5 updated
1.5.	12.9.2022	Chapters 3.5.2 and 3.5.3 updated
1.6.	27.3.2023	Chapters 3.5.2 and 3.5.3 and 3.5.4 updated

Contents

1. Summary

This document instructs, how Sogeti Consultants should book hours in CTR both in general and technical level. Chapters 2 and 3 of this document give high level instructions for billable work and more detailed instructions for non-billable work. Chapter 4 gives step by step technical instructions, how to report hours in CTR.

Please use Internet Explorer browser for CTR reporting!

Find the link to CTR here: CTR System (capgemini.com)

Should you have any questions regarding the CTR reporting, don´t hesitate to contact the Sogeti Admin Team: **adminsogetifi@sogeti.com**.

2. General CTR instructions for billable work

Billable work is booked against Client and project/service specific CTR projects. CTR projects are created when new project or service begins. Projects are not visible for all, but consultant can be connected in project individually when needed. Many projects and services have specific needs and therefore instructions from Sogeti Sales/Project Manager should be followed. Sometimes border between billable and non-billable work is blurry. Often, it's not just specific project task that is billable, but also work that is done to prepare for the task. Do not hesitate to book hours to billable projects – Unit Director/Sogeti Sales will make the final decision, if the work could be billed or not.

3. General CTR instructions for non-billable work

These instructions advise, which CTR project and task should be used for non-billable work. All non-billable work should be carefully evaluated to recognize work that could be billed from the Client.

3.1 One-to-one meetings with Manager & Focus & Direction

For **non-cyber** security consultants:

CTR project	CTR task
100692075 - Focus&Direction PDR_FI013550	970 - Focus&Direction (PDR)

For **cyber security** consultants:

CTR project	CTR task
100692076 - Focus&Direction PDR_FI013551	970 - Focus&Direction (PDR)

For **AAA** consultants:

CTR project	CTR task
100747584 - Focus&Direction PDR_FI013553	970 - Focus&Direction (PDR)

For sales & admin:

CTR project	CTR task
100692083 - Focus&Direction PDR_FI013552	970 - Focus&Direction (PDR)

On average one hour in every 4 months (Focus&Direction) should be used for one-to-one meetings with Manager. Meetings with Manager/Sales/Delivery where direct guidance for billable work tasks is given, is not internal one-to-one meeting and should be billed from the Client.

3.2 Business update and Kick Off

For non-cyber security consultants:

CTR project	CTR Internal meeting
100691773 Meeting-Unit_CSS_FI013550	971 Meeting

For **cyber security** consultants

CTR project	CTR Internal meeting
100691776 Meeting-Unit_CSS_FI013551	971 Meeting

For **AAA** consultants

CTR project	CTR Internal meeting
100747582 Meeting-Unit_CSS_FI013553	971 Meeting

Business updates and kick offs are necessary for keeping people up-to-date with current matters related to Company overall situation. In Business update we share knowledge, company´s financial situation is presented, also new opportunities and existing projects and services are presented.

3.3 Client Interview

For **non-cyber security** consulting/work:

CTR project	CTR task
100691777 Client interview_CSS_FI013550	940 Client interview

For **cyber cecurity** consulting/work:

CTR project	CTR task
100691778 Client interview_CSS_FI013551	940 Client interview

For **AAA** consulting/work:

CTR project	CTR task
100747581 Client interview_CSS_FI013553	940 Client interview

These internal hours are considered as billable work, thus these hours are considered in your bonus calculation.

3.4 Sales/Business Development projects

Sales/Business development projects are always created case by case for a specific business opportunity. Sales/business development projects are opened for those people who are already in billable work, and Company´s management separately asks people to perform this kind of work.

Sales/Business development projects are not visible for all but will be connected individually when needed. Unit Director always approves these hours in beforehand.

3.5 Leave-Sickness-Absence

3.5.1 Leave (paid)

CTR project	CTR task
100007417 - FI01 Leave Paid	910 Leave (paid)

Leave includes paid days off that have been separately agreed e.g. when signing employment agreement. Also, other paid leaves as stated in collective labor agreement are recorded to this project/task in CTR. Description field in CTR should be used to describe the reason for paid leave.

Following Occupational Health Care related check-ups are booked to Leave Paid:

- Check-ups for starting the employment (Työhöntulotarkastus), if the occupational healthcare professional requires to take it - (Please write description: "Doctor’s check-up")

- If the doctor’s appointment is for a condition that has been diagnosed earlier, the compensation will be given only according to exceptional situations noted in TES - (Please write description: "Doctor’s appointment according to TES")

- Preplanned työkykyneuvottelu with occupational health care and employer - (Please write description: "Työkykyneuvottelu")

3.5.2 Sickness

CTR project	CTR task
100007516 - FI01 Sickness	920 Illness with doctors certificate (paid) 915 Illness, no doctor’s certificate, max 3 days
100007549 - FI01-Other absence - 110	937 Illness (not paid)

Separate project and task for paid and unpaid sick leave. Please check with Payroll when the sick leave turns to unpaid. All medical certificates are to be delivered through Manager to payroll (Katri Suhonen) within a week after sick leave has started. Description field in CTR should be used to inform until which date sick leave continues.

If you have a doctor visit during your working day, you can either do the hours in later that day or use flex hours. I you use flex hours, use project **100007417 - FI01 Leave Paid/930 Used flex time**.

3.5.3 Used flex time hours

CTR project	CTR task
100007417 - FI01 Leave Paid	930 Used flex time

Flex time hours mean work hours that are not paid as overtime but kept as a leave (‘saldos’). Single flex hours may be utilized without approval. Manager’s approval is required when a whole day or week of flex hours is kept as leave. Manager’s approval for full weeks should always be received well in advance.

We have a saldo cutter. Flex hours are checked and amended three times a year: April 30th, August 31st and December 31st. You can have maximum +60 hours and minimum -20 hours. If you have e.g. +62 flex hours, the hours over +60 will be taken away, in this case two hours. If you have e.g -23 hours, the hours over -20 will be taken away from your salary, in this case three hours. Flex hours over +60 can be paid but must be agreed with manager in advance.

Only billable hours will collect flex hours. Client´s permission is needed, if consultant would like to make flex hours.

Please report all the flex hours to this code, regardless the amount of the flex hours spent.

3.5.4 Pregnancy Leave (palkallinen raskausvapaa) and Paid Parental Leave (palkallinen isyysvapaa

CTR project	CTR task
100007417 - FI01 Leave Paid 100007417 - FI01 Leave Paid	939 Pregnance Leave 9301 Parental Leave

Pregnance Leave task is used **for the first 40 days** (paid prenatal leave).

Parental leave task is used **for the paid (up to 3 months for the parent giving birth and one max 18 days period for the other parent) of the parental leave.**
Please add description “paid part of parental leave”

Remaining unpaid part is not recorded in CTR.

Note: Separate task for unpaid part of the paternity leave. Please find below the instructions for unpaid parental leave.

3.5.5 Childcare

CTR project	CTR task
100007417 - FI01 Leave Paid	932 Childcare

Taking care of a sick child as stated in collective labor agreement is recorded to childcare task in CTR. Childcare is not deducted from salary and according to collective agreement a maximum of 4 working days may be recorded as childcare. If longer absence is needed, leave of absence (not paid) task should be used.

3.5.6 Vacation

CTR project	CTR task
100007552 - FI01-Vacation 100659847 - FI01 additional paid leave	935 Vacation 220 Additional paid leave

Annual vacation is recorded in CTR using above mentioned project/task. Description field is be used to inform length of the vacation e.g. 13. – 24.1.2020.

The expected number of hours is recorded to each vacation day:

- Those with 100 % working time record 7,5 hours / day
- Those with 80 % working time record 6 hours / day
- Those with 60 % working time record 4,5 hours / day
- etc.

If you are working part time, all the working days within a week should have vacation time recorded in the CTR sheet i.e. in case of whole week, book vacation from Monday to Friday. With this procedure we can ensure the data quality regarding earned vacations balance sheet in the payroll.

For additional paid leave, please use this code only for those paid vacation days that you have earned according to holiday act 2:7a §.

3.5.7 Leave of absence (not paid)

CTR project	CTR task
100007549 - FI01-Other absence	936 Leave of absence (not paid)

Leaves of absence should be separately agreed with manager in written, e.g. by email. An approval for longer leaves should be delivered to payroll before leave begins.

Please note difference between Leave and Vacation activities. Leave is separately agreed, vacation is earned as stated in collective labor agreement.

3.6 Learning and development

Note: always put the name of the training or certification to CTR´s comment field. Book always the actual hours used for training, but max 7,5 hrs per training day.

If the trainings are done during available time, the hours should be marked to task 982 Available training.

Note also that, if the course is done in virtual manner, the course should always be book under task 966 virtual training.

3.6.1 Learning & Development, internal

For **non-cyber** security consulting/work:

CTR project	CTR task
100691770 Learning&developm_CSS_FI013550	961 Internal Training

For **cyber security** consulting/work:

CTR project	CTR task
100691772 Learning&developm_CSS_FI013551	961 Internal Training

For **AAA** consulting/work:

CTR project	CTR task
100748148 Learning&developm_CSS_FI013553	961 Internal Training

Instructor led training (training clinics), locally developed and held in Nordic countries. Trainers also book their time on this code.

3.6.2 Learning & Development, external

For **non-cyber security** consulting/work:

CTR project	CTR task
100691770 Learning&developm_CSS_FI013550	960 External training - courses & exams

For **cyber security** consulting/work:

CTR project	CTR task
100691772 Learning&developm_CSS_FI013551	960 External training - courses & exams

For **AAA** consulting/work:

CTR project	CTR task
100748148 Learning&developm_CSS_FI013553	960 External training - courses & exams

Externally purchased training. Only instructor led courses, exams and certification (not virtual).

Note: all alliance related training to activity 968 (except for virtual ones).

3.6.3 Welcome info, introduction training

For **non-cyber security** consulting/work:

CTR project	CTR task
100691770 Learning&developm_CSS_FI013550	962 Introduction training

For **cyber security** consulting/work:

CTR project	CTR task
100691772 Learning&developm_CSS_FI013551	962 Introduction training

For **AAA** consulting/work:

CTR project	CTR task
100748148 Learning&developm_CSS_FI013553	962 Introduction training

For new employees, max. of 7,5 hrs per introduction day.

Instructor lead, on site onboarding activities for new employees during onboarding period e.g. Onboarding day and onboarding clinics.

Note: do not book virtual onboarding trainings e.g. “onboarding essentials” (these should be booked under 966 Virtual training).

3.6.4 Education, Global Capgemini Curriculum training

For **non-cyber security** consulting/work:

CTR project	CTR task
100691770 Learning&developm_CSS_FI013550	964 Global Capgemini Curriculum training

For **cyber security** consulting/work:

CTR project	CTR task
100691772 Learning&developm_CSS_FI013551	964 Global Capgemini Curriculum training

For **AAA** consulting/work:

CTR project	CTR task
100748148 Learning&developm_CSS_FI013553	964 Global Capgemini Curriculum training

Instructor led trainings developed by Capgemini Group/Capgemini University, and delivered globally or locally e.g. Collaboration with Clients (CwC) course. Also, trainings that are part of Industry Standards Global Curriculum: (ISEB Foundation, Certification in Software Testing, ITIL – Foundation, ITIL – Intermediate Level, PMI, PRINCE 2).

3.6.5 Education, Virtual training

For **non-cyber security** consulting/work:

CTR project	CTR task
100691770 Learning&developm_CSS_FI013550	966 Virtual training

For **cyber security** consulting/work:

CTR project	CTR task
100691772 Learning&developm_CSS_FI013551	966 Virtual training

For **AAA** consulting/work:

CTR project	CTR task
100748148 Learning&developm_CSS_FI013553	966 Virtual training

Virtual training consist of all learning done with a computer (no classroom presence involved) i.e. e-learning, facilitated virtual sessions, e-books and articles. Always book the learning to 966 Virtual Training, if the training or certification is done in a virtual manner (no matter who is the supplier of the training). The rest of the trainings are classroom trainings and fall into three different categories: Capgemini University trainings (e.g. CwC), Internal Trainings (e.g. clinics), External Trainings (e.g. Exin).

3.6.6 Education, Alliance Partner training

For **non-cyber security** consulting/work:

CTR project	CTR task
100691770 Learning&developm_CSS_FI013550	968 Alliance Partner training

For **cyber security** consulting/work:

CTR project	CTR task
100691772 Learning&developm_CSS_FI013551	968 Alliance Partner training

For **AAA** consulting/work:

CTR project	CTR task
100748148 Learning&developm_CSS_FI013553	968 Alliance Partner training

Instructor led courses, exams and certification provided by Alliance Partners (Virtual Alliance training should be booked under 966 Virtual training). Alliance partners are e.g. HP, IBM, Intel McAfee, Microsoft, Oracle, Salesforce, SAP, VMWare.

3.7 Available

Work that is not billable and has no other CTR project instructed above should be recorded under 'Available'. All available time should be carefully evaluated to recognize work that could be billed from the Client.

3.7.1 Available

CTR project	CTR task
100007336 - FI01-Available CSS	980 Available

Available task is used, when there is no work (billable or internal) to be. Reporting max 7,5 hours/day.

If you are without projects (available), you have to work at the Sogeti office.

3.7.2 Available Sales support

CTR project	CTR task
100007336 - FI01-Available CSS	981 Available Sales

Available sales support task is used when there is no billable work and sales support activities are done.

It's important to recognize difference between available sales support task and business development projects. Common for business development projects e.g. must win sales project is that work will be done regardless if there is Client work, whereas available sales support is only used, when there is not billable work. Also business development projects are not visible for all, but connected individually when needed.

3.7.3 "Shadow" projects

CTR project	CTR task
100739453 - FI01-Available Shadow/Bu	983 - Available other

If you work as “Shadow” in projects. Reporting max 7,5 hours/day.

3.7.4 Self-directed learning/available training

CTR project	CTR task
100007336 - FI01-Available CSS	982 Available Self directed learning

Self-study on available time (e.g. books, e-learning).

3.7.5 Other internal work

CTR project	CTR task
100007336 - FI01-Available CSS	983 Available other work

All other internal work performed when no billable work or business development project to work with.

3.8 Travel time

Travelling in business when related to Client work should be billed. It is advisable to critically evaluate when travelling is necessary as many times e.g. conference calls are more effective way of working than travelling to 1-to-1 meetings. Also, it’s reasonable to use travel time for phone calls, documentation etc. when possible.

3.8.1 Travel time in business hours, **not billable**

CTR project	CTR task
Travel non billable_in Bus. h._CSS_ FI01<unit number	990 Trav in Bus hours

Time spent travelling for internal purposes during business hours may be recorded as working time, if normal working hours (7,5 hours per day) does not fill up during that day. Non-billable travel time cannot be used to record overtime or flex hours (‘Saldotunnit’).

4. Technical instruction for reporting hours in CTR

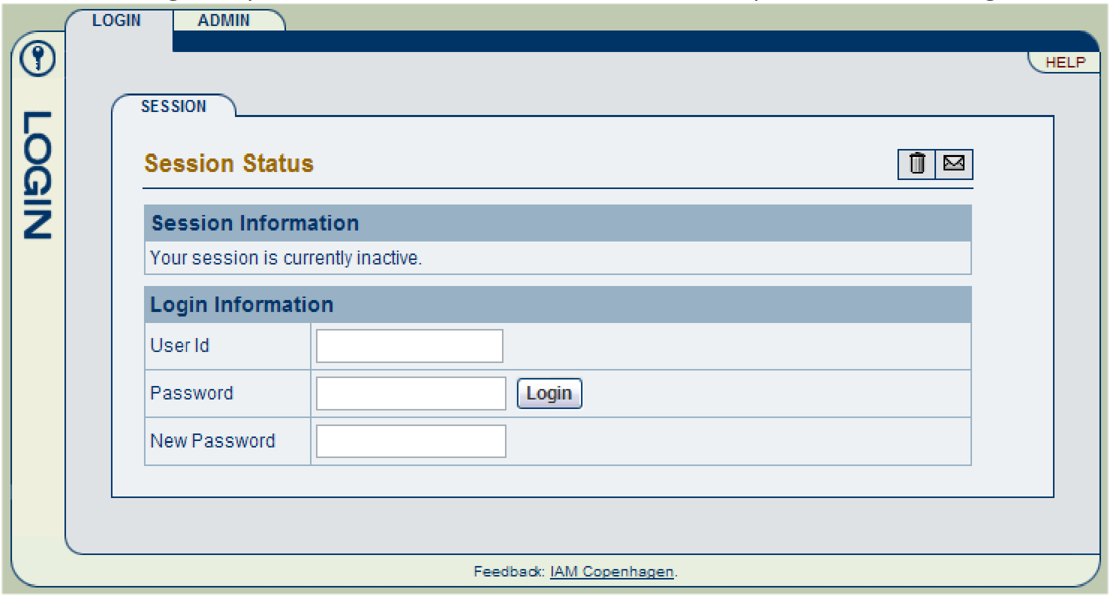
In this chapter, the technical instructions for Customer Time Reporting (CTR) will be handled step by step.

4.1 System Entry

The entry to the system is a bit different depending on whether the CTR system is placed inside or outside the firewall.

4.1.1 Login Screen

When entering the system outside the firewall, the user is first presented with a login screen:

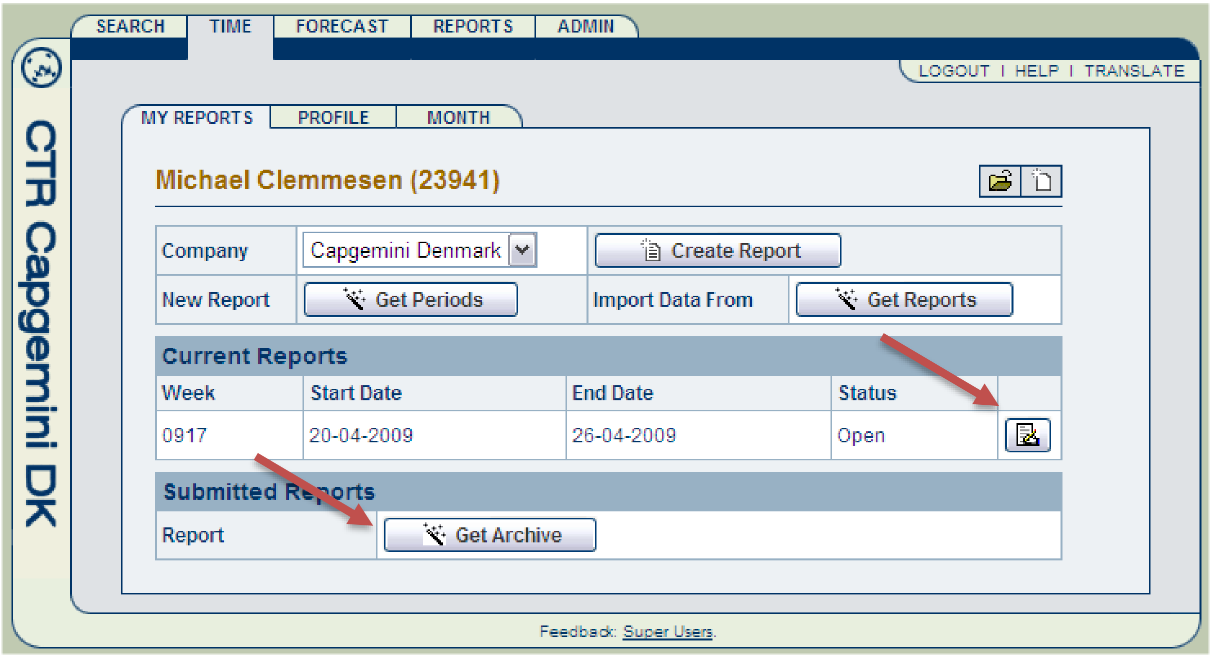


The user can use the corporate login id and password to get access to the system.

Initially, users have no password, but can request generation of a new password that is returned to the user via mail (by pressing the **mail** button). Upon receipt, the password can be changed via the login screen.

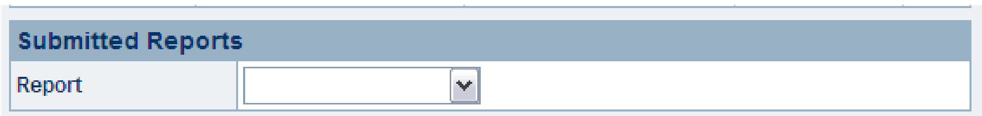
4.1.2 Normal Entry Point

Once logged in, the user is presented with the entry screen:



In the current reports section, the user can see any open or rejected reports that are available for time reporting. Click on the **Edit** button to view the report. In the submitted reports section, it is possible to select previously submitted reports and view the data.

To view the contents of old reports, click on the **Get Archive** button. This changes the button to a dropdown box:



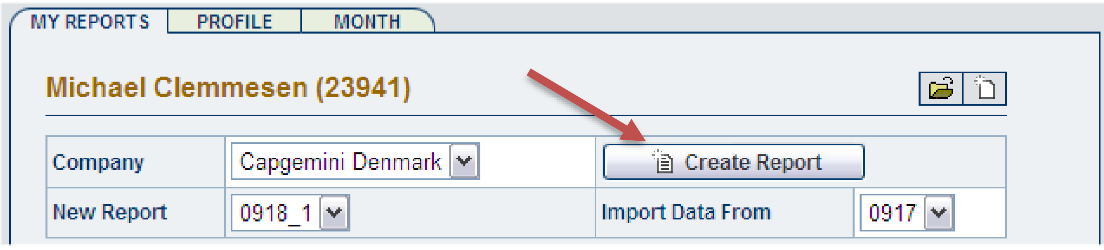
Now, an old report can be selected.

The **view** button in the headline launches the project selection screen (see section 4.2.2 below) indicating the employee's choice of projects, and tasks to place on the time report. Note that it is not possible to select projects from this window to appear on the currently selected time sheet. This must be done by launching the project selector from the *Week* inner menu.

Some employees can report time in different companies. Here, the company in question can be chosen using the company dropdown box. The application name to the left of the screen always indicates which company the user has currently selected.

4.1.3 Creating New Reports

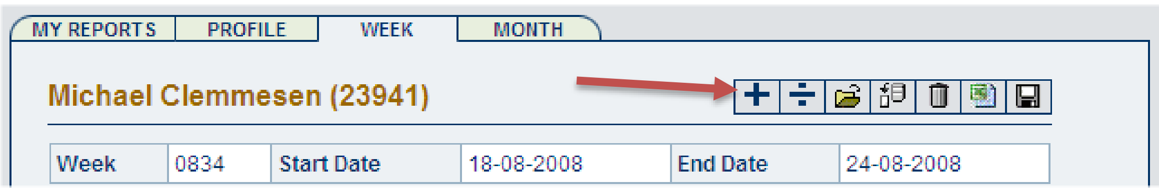
The **Create Report** button creates a new report for a suitably selected period, importing data from the latest report before the period. The default period is the first available period starting less than eight days ago, where the norm hours are non-zero or the period is starting on the current date. To affect the default selections, click on the **Get Periods** or **Get Reports** buttons. Then change to dropdown boxes:



Now the selections can be changed. Press on the **Create Report** button to create the report using the selections, and the **Empty** icon in the headline to create an empty report for the selected period.

4.2 Weekly Time Report

Filling in the weekly time report both comprises selection of projects and tasks, filling the hours spent, and importing data from external systems. The top of the display will always contain a heading and some action buttons:



The action buttons (from left to right) are used to expand or collapse the entire time report, add projects to the time report, import data from external systems, delete a report, download a report to Excel, and to save the report.

4.2.1 Inserting Time Data

The weekly time report is structured as follows:

+ 00003228-NE Adhoc-148 (100016718) - Capgemini Sverige AB							
	Mon 5	Tue 6	Wed 7	Thu 8	Fri 9	Sat 10	Sun 11	Σ
Σ	0	0	0	0	0	0	0	0

CTR Totals for This Week - Norm: 37								Status: Open
	Mon 5	Tue 6	Wed 7	Thu 8	Fri 9	Sat 10	Sun 11	Σ
Hours	3	0	0	0	0	0	0	3
Normal	3	0	0	0	0	0	0	3

Submit Comments Submit

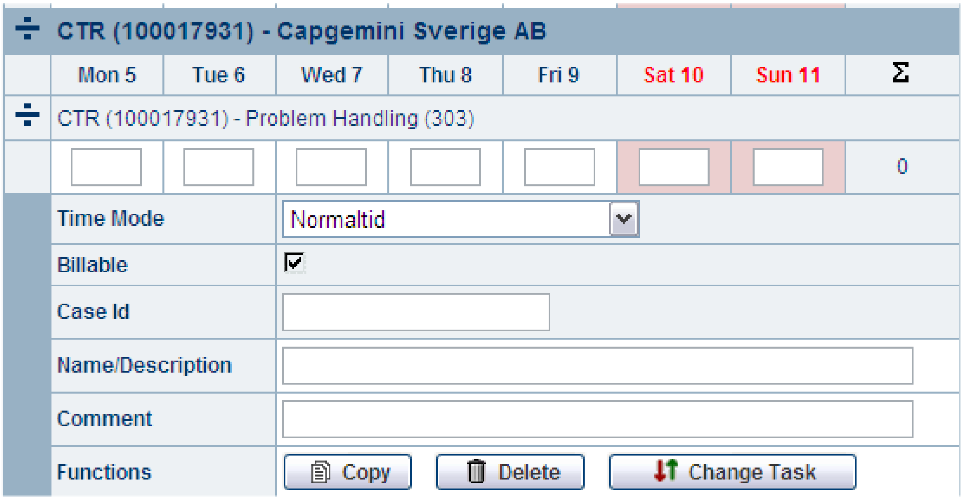
Each project appears in its own table (with a blue headline) and at the bottom there is a row displaying the total for the time report. The first line in the totals table contain the sum of all real hours on the time report, while the second line only sums up the normal hours. The totals table also includes the expected hours for the week and the report state.

Data in the projects are initially collapsed, but a project can be opened by pressing the plus sign at the upper left in the heading containing the project name and project id. Press the shift key while clicking to open all tasks below the project as well. Expanding a project will result in the following:

÷ 00003228-NE Adhoc-148 (100016718) - Capgemini Sverige AB								
	Mon 5	Tue 6	Wed 7	Thu 8	Fri 9	Sat 10	Sun 11	Σ
+	00003228-NE Adhoc-148 (100016718) - New CTE (025)							
								0
+	00003228-NE Adhoc-148 (100016718) - Small project/events (001)							
								0
Σ	0	0	0	0	0	0	0	0

Now the project can be seen to consist of two tasks. The heading includes the task name and id. At this point, time can be entered directly into the form fields for the desired days. When the time fields are updated, the totals elsewhere in the report are automatically updated accordingly.

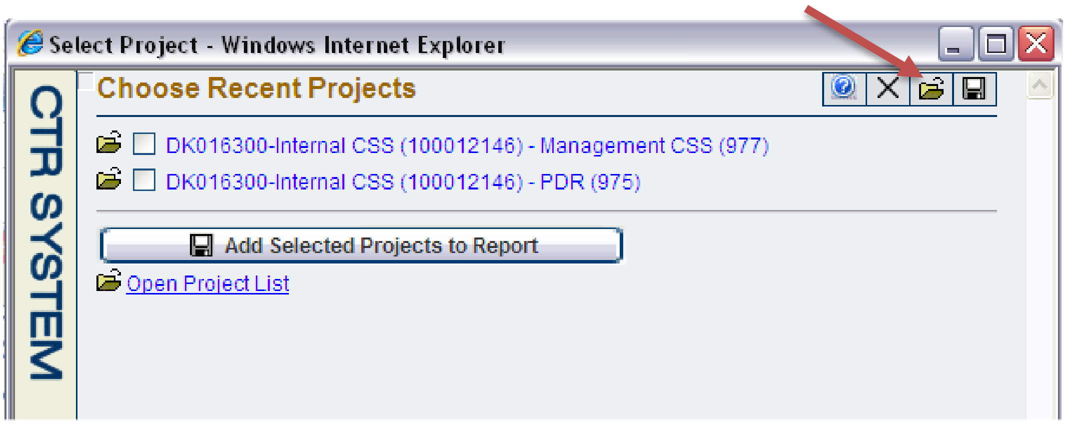
Each task can be expanded further (again by clicking on the plus sign). This reveals all information available:



Here, it is possible to change the time mode, enter a case id, the name and description (to appear on the invoice) and a comment. In addition, there are action buttons to create a copy of the transaction, to delete the transaction, and to replace the project and task with another combination. It is also possible to specify whether the transaction is billable or not, although this function is only available when signing-off the report. This flag is inherited from the task's billable setting, but can be changed by the sign-off responsible. However, it is not allowed to make billable transactions on non-billable tasks.

4.2.2 Selecting Projects

Projects and tasks can be added to the time sheet by pressing the **folder** button. A pop-up window is launched:



It displays a number of project/task combinations that the user has accounted time on in the past. Click on one or more of the items to set the checkmark to include them on the time report. When finished, press the large button at the bottom, of the **Save** button in the headline. It is also possible to drill down to the tasks belonging to one of the projects in the recently used list. Press the **open** icon at the left to do this.

If the above list does not contain the desired combination, click on the "Open Project List" link, or press the **folder** button in the headline. The display then changes as follows:

The screen shows the available project groups, and projects that do not belong to any project group. The display filter at the top can be used to choose between different types of display. Only the projects that the employee is allowed to account time on are displayed.

The user can select "All Projects", "Billable Projects", and "Non-Billable Projects". This will filter as above, and the two latter selections will filter billable and non-billable projects respectively. It is also possible to select "Customer", in which case the display shows the customers where the user has projects available for time reporting.

When clicking on a project group, the contents changes to the projects that are member of the group. When clicking on a project, the display changes to the tasks that belong to the project. When clicking on a customer, the display changes to the projects belonging to that customer.

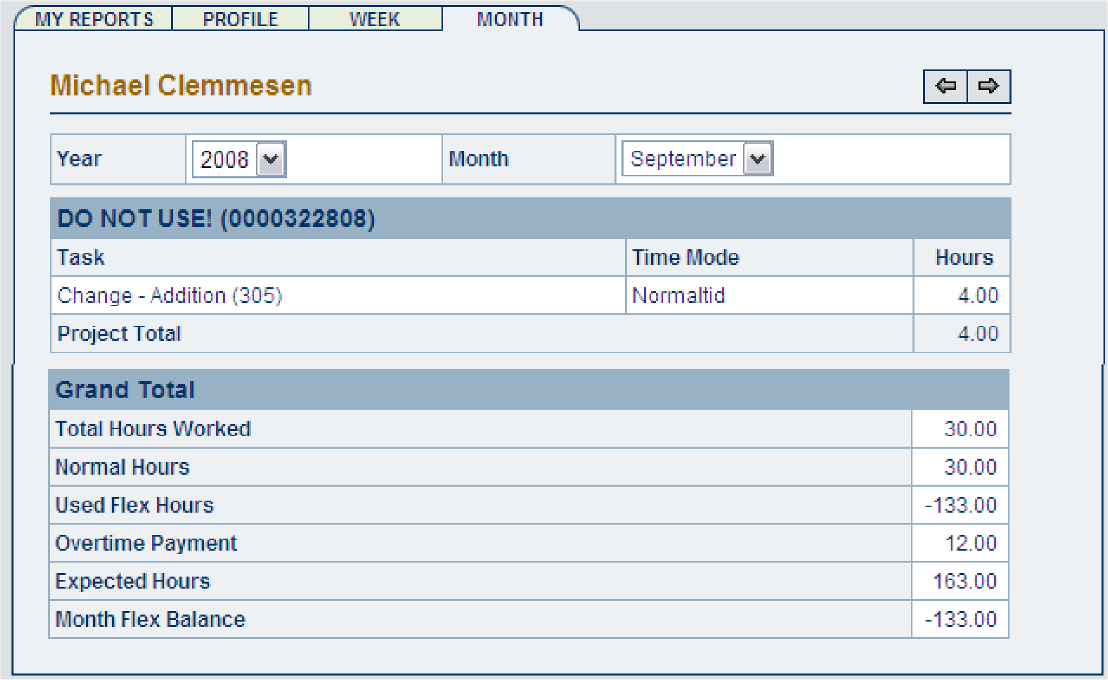
When clicking on a task, the task is selected and added to the time report where it will appear as the first project on the report, and it will be fully expanded. Projects that do not have any active tasks are excluded.
There is also a **back** button to move one level up again.

4.2.3 Submitting the Time Report

At the end of the week the report is to be submitted. This is done by pressing the **submit** button at the bottom of the screen. If the number of normal hours does not match the expected norm for the period, the user gets a warning before submitting the time report.

4.3 Monthly Summary

The monthly summary merely provides feedback to the user about time spent, flex balance and vacation used. It looks as follows:



MY REPORTS | PROFILE | WEEK | MONTH

Michael Clemmesen

Year	2008	Month	September

DO NOT USE! (0000322808)		
Task	Time Mode	Hours
Change - Addition (305)	Normaltid	4.00
Project Total		4.00

Grand Total	
Total Hours Worked	30.00
Normal Hours	30.00
Used Flex Hours	-133.00
Overtime Payment	12.00
Expected Hours	163.00
Month Flex Balance	-133.00

The user can select a year and a month to display data for. For each project, the time spent on the connected tasks pairs is displayed. At the bottom the totals for the month are summed up.

4.4 Profile

In addition, there is a profile screen where the user can see and configure various items. This covers delegation of signoff rights, flex and vacation balance, and mailing time reports when submitting them.

4.5 How to make changes to closed timesheets and request for correction

You can make corrections to your own timesheets for the passed eight weeks. If you need to correct older time sheets, please contact the master data team, masterdatafi.in@capgemini.com, for the corrections.

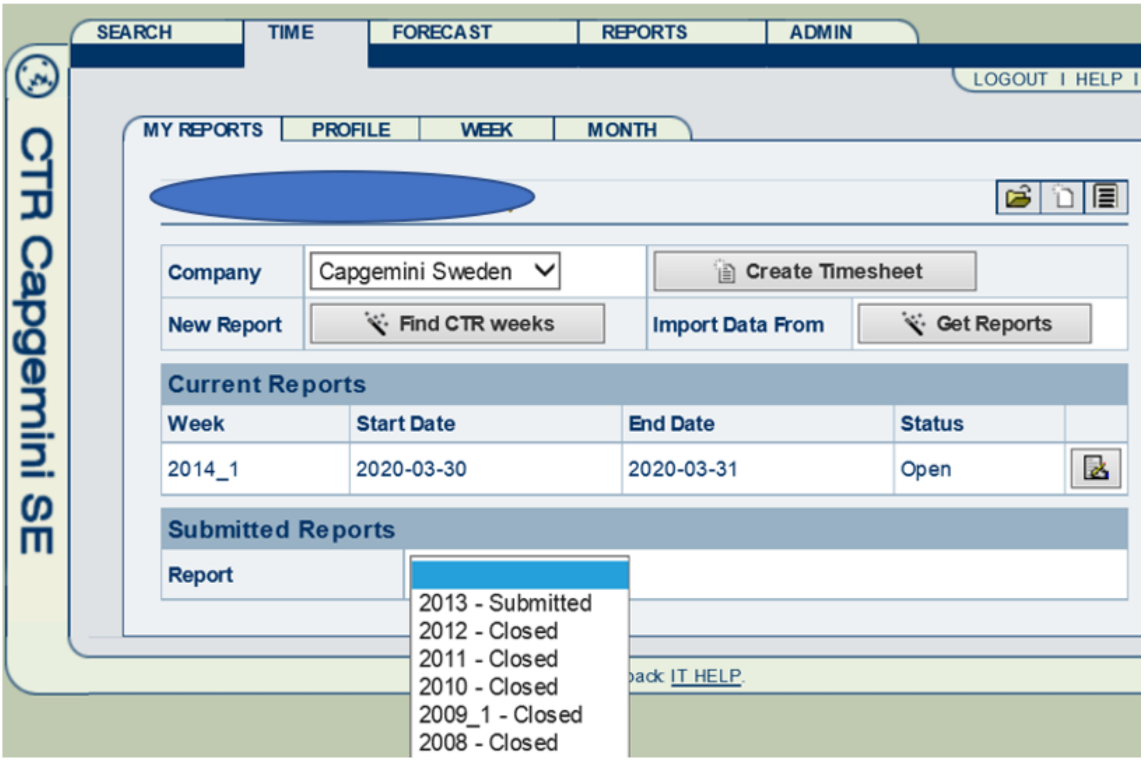
Please notice that, if changes are made to total amount of hours for previous months, please inform the changes with an email to FI, Payroll Finland (*payrollfinland.fi@capgemini.com*).

In this chapter, we will first describe how to add or remove hours form time sheet and then give instructions how to move hours to another project code and/or task.

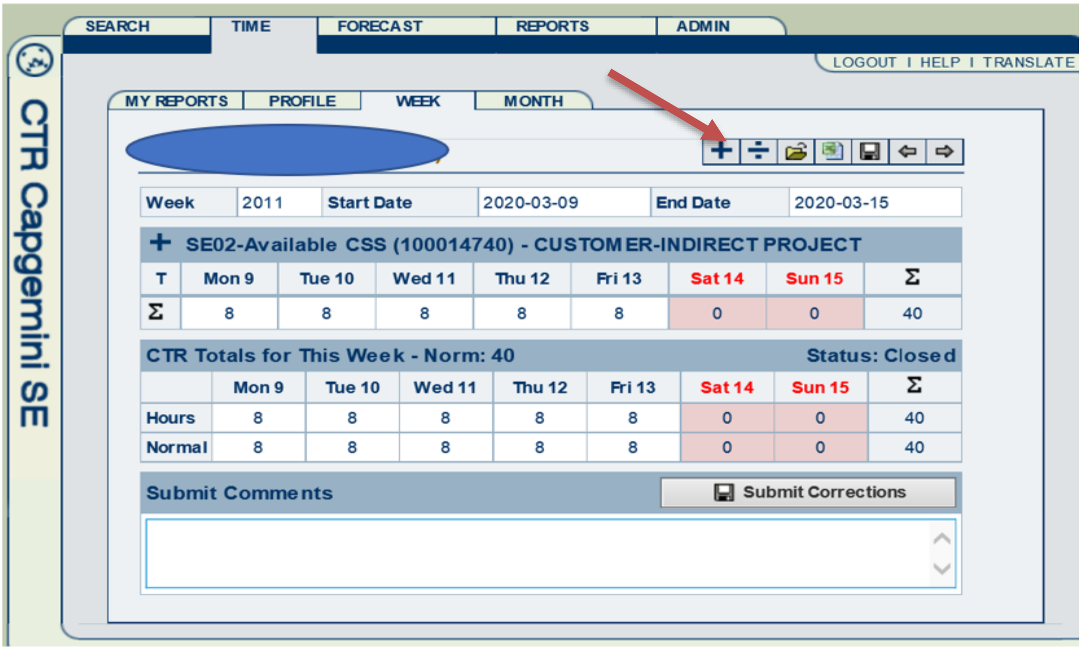
4.5.1 Removing or adding hours to timesheet

Find step by step instructions with pictures here:

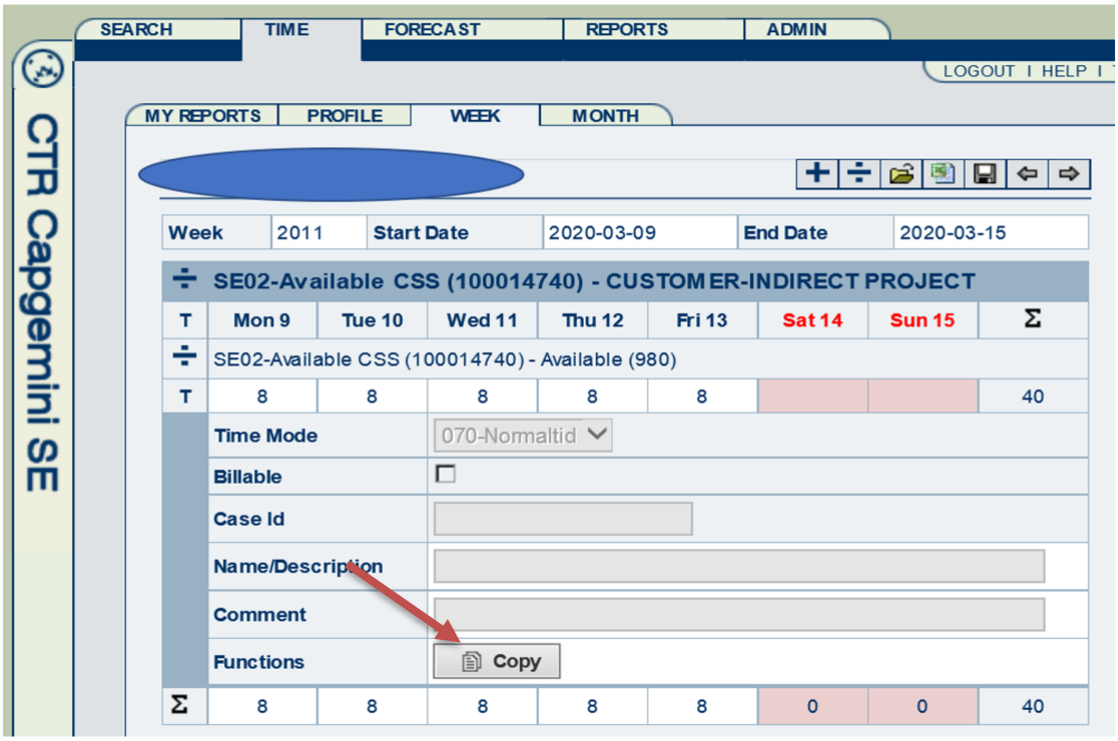
1. Pick up your timesheet using button ‘Get Archive’. Notice that the time sheet status must be ´closed´. If the time sheet status is submitted, ask the time sheet approval to return it. If the status is open, please wait till the next server run has been completed.



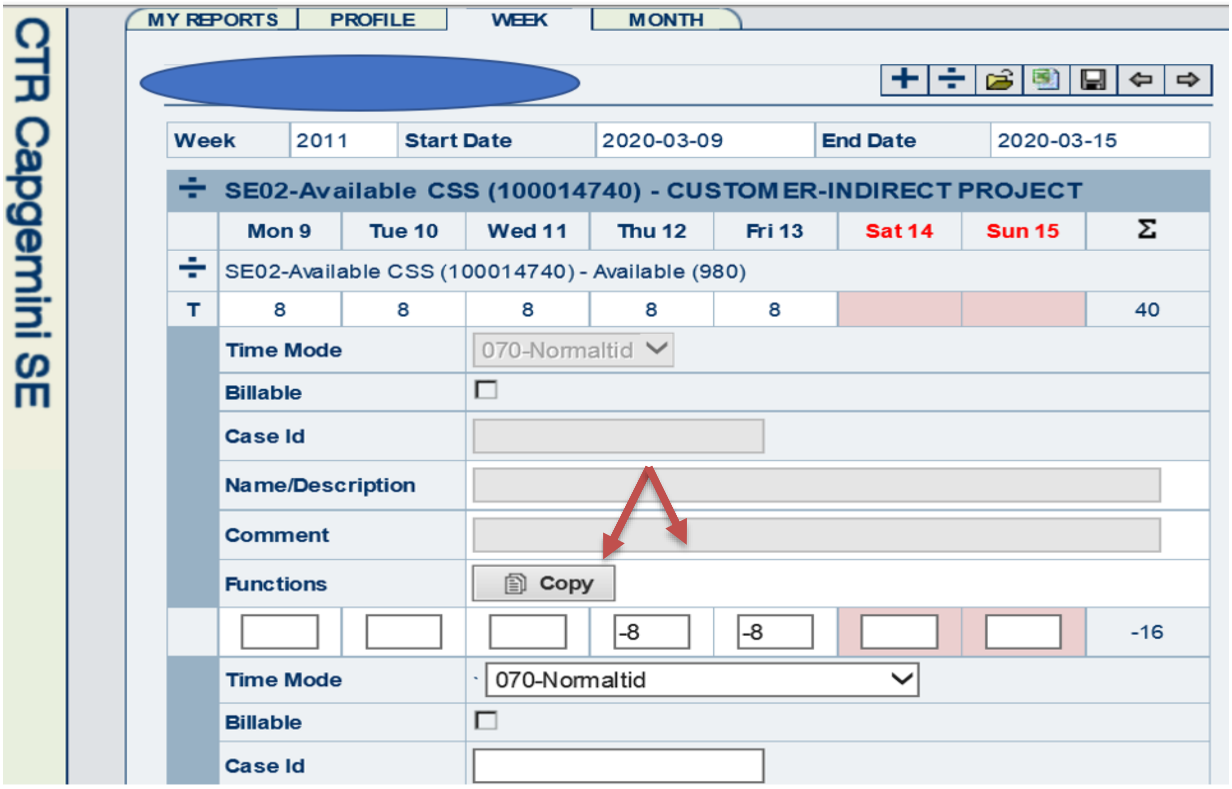
2. Click on the top + to expand and see all details



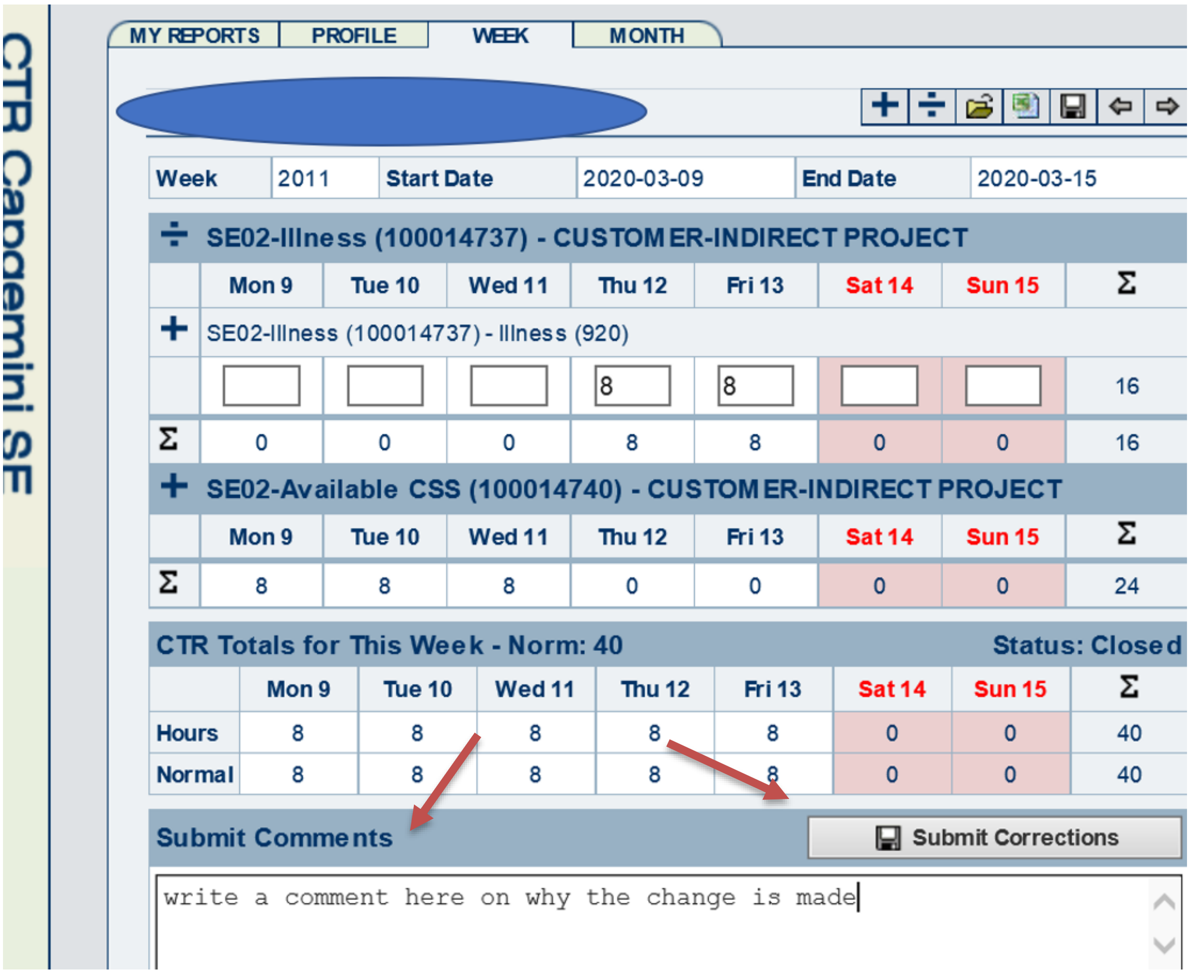
3. Click on Copy for the row with hours you want to edit. A correction line will appear below.



4. Enter negative or positive number of hours to the correction row.



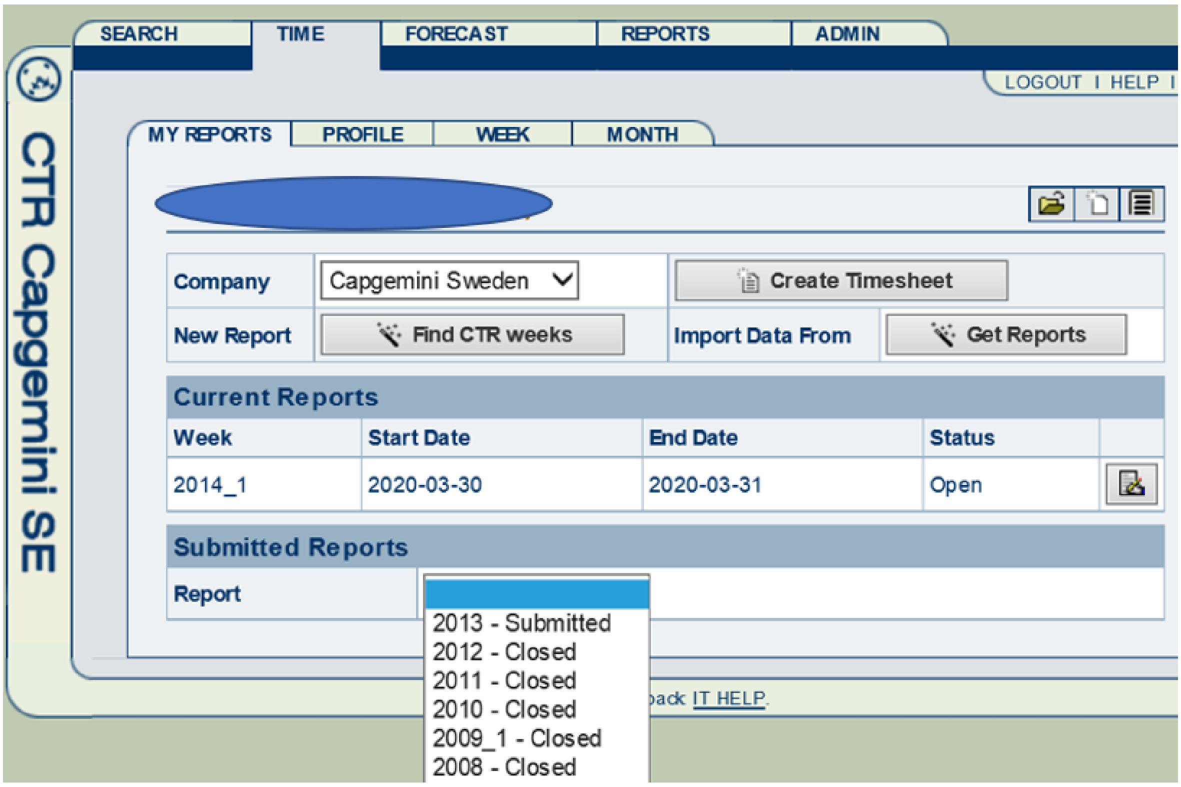
Write a comment on why the change is made and press ‘Submit corrections’



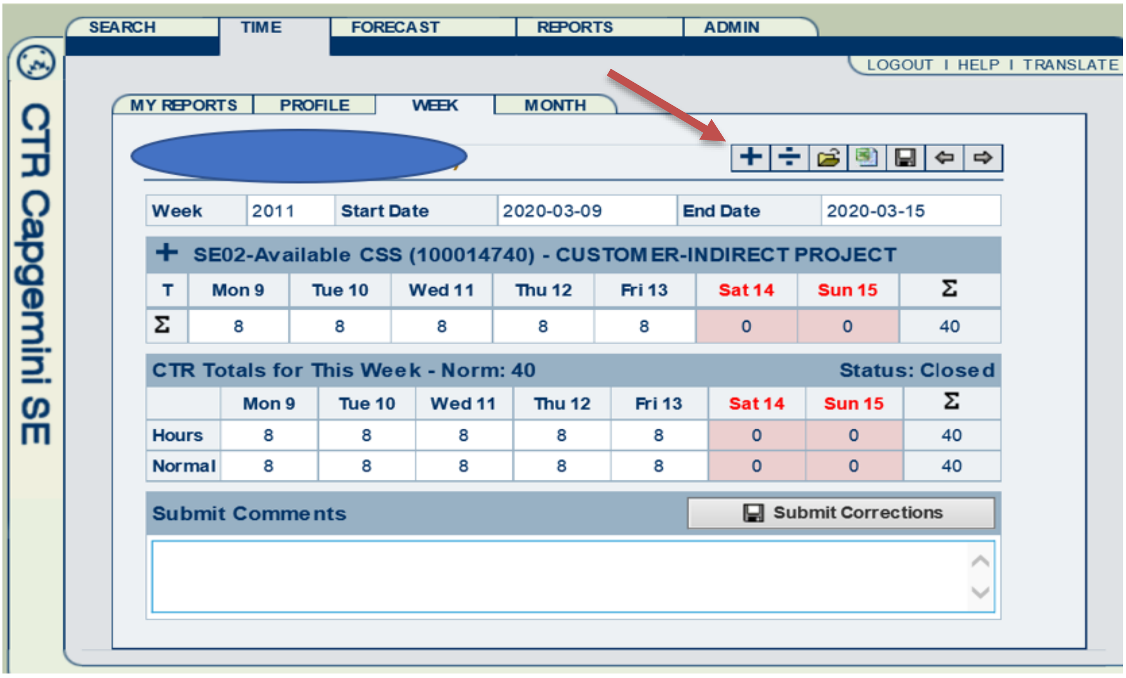
4.5.2 Moving hours to another project and/or task

Find step by step instructions here:

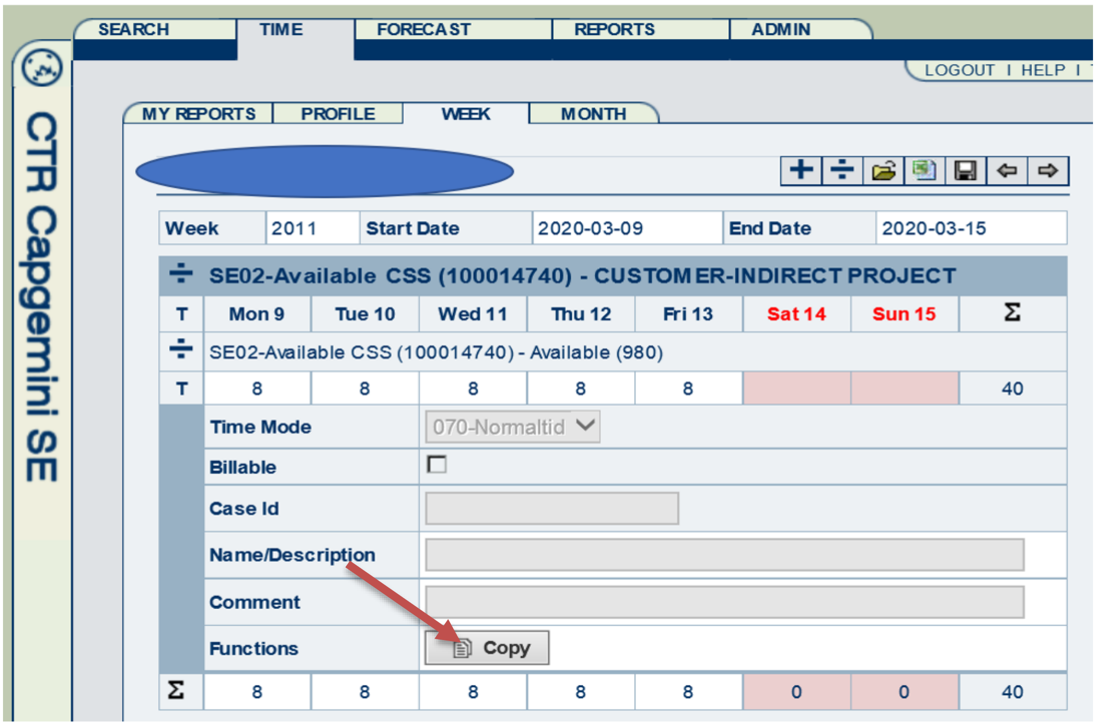
1. Pick up your timesheet using button ‘Get Archive’



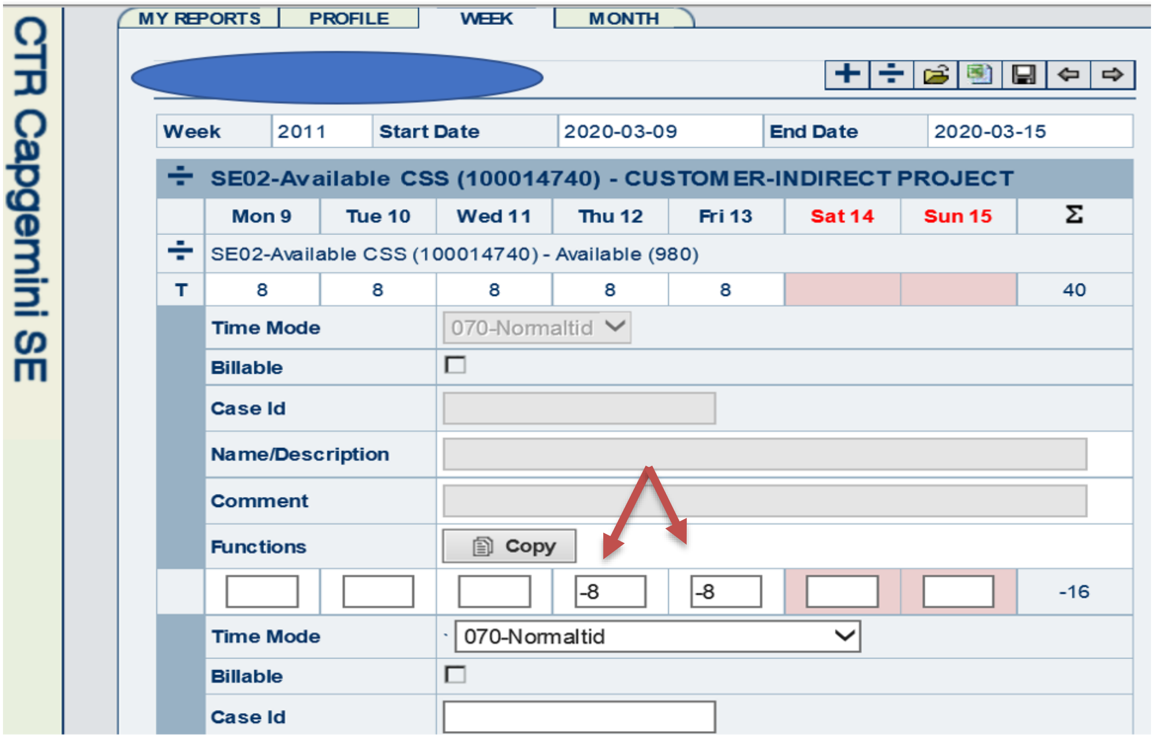
2. Click on the top + to expand and see all details



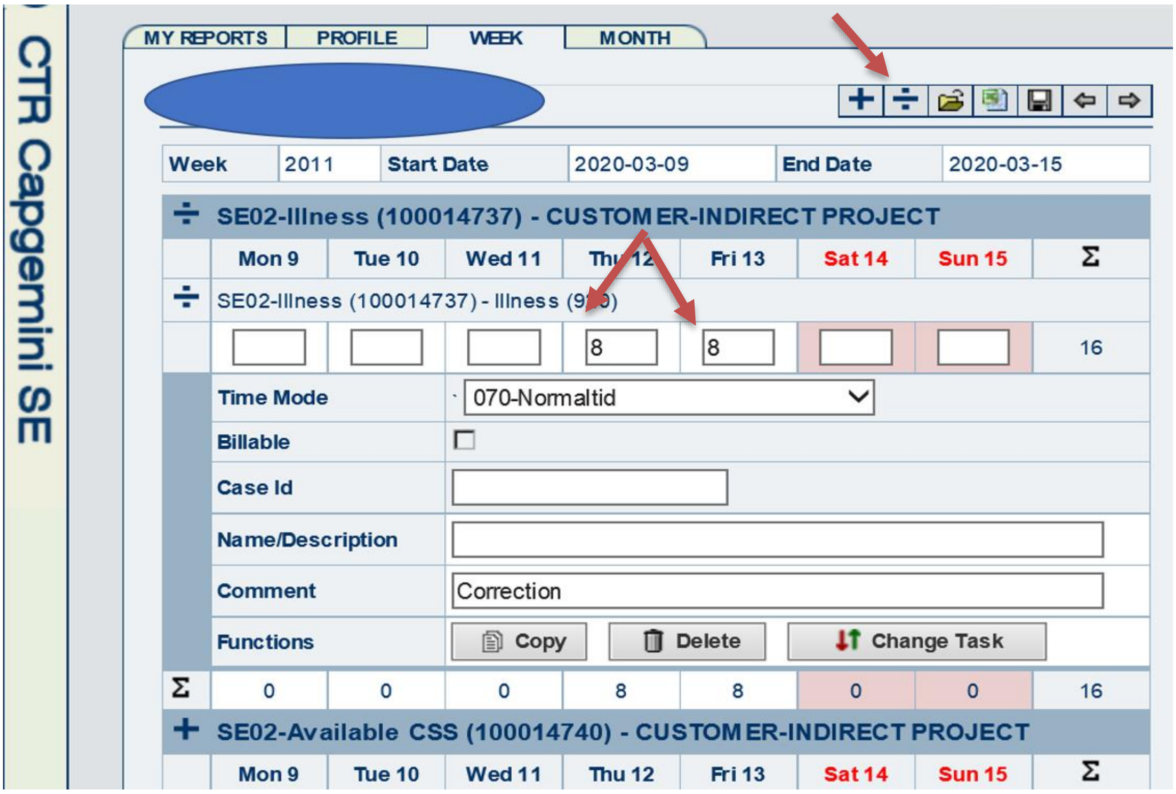
3. Click on Copy for the row with hours you want to edit. A correction line will appear be-low.



Enter negative number for the hours you want to remove to other project and/or task.



4. Click on Add project to find the correct project and/or task where you want to move your hours. Enter the positive number of hours you want to move there.



5. Write a comment on why the change is made and press ‘Submit corrections’