
Overview

The Multi-view Scheduler (MVS) provides a consolidated scheduling interface.

In this single module, supervisors can:

- create a schedule either manually or via Auto assign automatically
- analyze the schedule to determine where changes are required
- edit the schedule, if required
- publish or print the schedule, allowing employees to view it

Scenarios

The scenarios described below are examples of how the MVS can be used in the workplace.

Scenario 1

PC John Smith is the scheduling manager of a large urban police force. He wants to specify the particular activities that constable Bob Jones must perform throughout a specific period. PC Smith clicks on the shift assigned to constable Bob Jones. In the Schedule Details panel, PC Smith clicks the Details Tab in order to specify those activities.

In the Details Tab, PC Smith specifies the following:

6 a.m. - 9 a.m. for the Traffic Services department, in the position of constable, Bob must perform car seat checks

9 a.m. - 12 p.m. - Constable Bob must install car seats for families in the Traffic Services unit

12 p.m. - 1 p.m. - Constable Bob will take lunch

The Details Tab provides the ability to enter activities and other labor metrics to a shift. The rows of activities/labor metrics can be extended indefinitely by selecting **+ Add Row**.

Scenario 2

Scheduling an Employee as "Off" using the Schedule Period View

Jane, an RN in the ICU, is not available to work on Tuesdays between 7a-7p. Mary, Jane's supervisor, schedules Jane using the "Off" time-code to identify that she is OFF at this time (either via the book off process, by selecting a time code from the schedule details panel, or via the timesheet). Since the OFF time code is defined as a Not Available time code, Jane will display 'OFF' in her schedule for Tuesday. Mary could select Jane's cell and view, in the schedule detail panel, the hours that she is OFF. Jane's details can also be viewed in the Employee view.

"Force Scheduling" Off Employees in the Schedule Period View

There are two unstaffed shifts requiring an RN in the ICU from 7a-7p. Mary, the ICU supervisor, is unable to locate any suitable employees, and decides she must assign Jane, who is currently "OFF". She selects

Jane's cell and views her details in the Schedule Details Panel. The Information line in the Schedule Details Panel is populated with Employee Name, Date, team, start and end time. Jane's schedule for the week is displayed in the Schedule Tab, and the Eligible Employees List contains employees reflecting the set criteria. (If no employees match the criteria set, then the eligible employee list is also empty and Mary needs to re-adjust the criteria to view additional employees.)

Mary then schedules Jane to work from 7a-7p as an RN in the ICU by selecting the RN job and, entering a working time code and start/end time with the schedule detail panel, and applies the changes. Jane's cell now displays her start and end time.

Since Mary chose to force schedule Jane by selecting her cell, and scheduling her to the shift from within the Schedule Details Panel, no unstaffed shifts are removed. Although Jane now counts toward coverage for that shift, two unstaffed shifts remain.

Scenario 3

PC Laurie does the scheduling for the West Side Borough police department. On Monday morning, she creates the schedule for the following week. Then, when she retrieves the schedule using the MVS, she sees the schedule with unstaffed shifts which are automatically created every Sunday using a batch process. The unstaffed shifts created are based on staffing requirements and job times. Laurie also sees the shift patterns employees for the team she has retrieved.

Laurie now goes to the Job Requirements view and clicks **Auto Assign**. The Workbrain system staffs as many shifts as possible using the auto assign process. The staffing is based on employee shift patterns, unstaffed shifts with their associated job times, and employee job qualification, as driven by employee skills.

Now she is able to manually make changes to the schedule by filling unstaffed shifts and replacing employees assigned to shifts with other officers that she sees as a better fit.

Scenario 4

ABC Police Services is performing scheduling for their police department. Prior to schedule editing, the scheduler defines the staffing requirements within the Staffing Requirements screen and then navigates to the Job Requirements view within the MVS to manage and edit the schedules. Job times are seen as overlapping start and end times when people are scheduled to jobs. There are no restrictions on which jobs can or cannot appear in overlapping job times. The scheduler can edit employee's schedule details as well as view coverage for the various police departments based on the job requirements.

In addition to editing employee's schedule details, the scheduler can also create unstaffed shifts. The newly created unstaffed shifts can be assigned to existing job times (already defined within the staffing requirements) or could result in generation of a completely new job time if the unstaffed shift does not correspond to an existing job time. In either case, creating a new unstaffed shift will require the scheduler to define the job time in which to place the unstaffed shift.

Any unstaffed shifts created directly within the MVS do not affect the staffing requirements. Coverage will therefore show overage situations.

Scenario 5

PC Jim Jones is the supervisor for a medium-sized borough police department. PC Jones is editing the department's schedule for next week. Using the MVS, he can view all employees in the borough, their shift patterns and default jobs as well as the staffing requirements.

He reviews the quality of the schedule by determining whether each job time is over or under-staffed. For one job, Patroller, he notices that the job time 5am - 11pm on Tuesday has not yet been staffed. Based on the staffing requirements and coverage, he sees the need for one Patroller for this period of time.

PC Jones clicks on the unstaffed shift to see a list of eligible employees. When he doesn't see any eligible employees, he changes the "finding eligible employees' criteria" to be any employee that has a shift pattern that falls within the job time and having the skills to be a Patroller. Now he sees a number of employees, with the most eligible, according to his criteria, at the top of his eligible employees list. He sees that Constable Mike, who is at the top of the list, is on a shift pattern from 12pm - 6pm and assigns him to partially fill the shift. PC Jones commits the changes and Constable Mike is now scheduled to the shift.

The system validates the change and creates two new unstaffed shifts - one from 5am - 12pm and one from 6pm - 11pm - to fulfill the coverage for the remaining unstaffed portions of this shift.

Now PC Jones can fill the two newly created unstaffed shifts either by finding and manually assigning employees, or via the Auto Assign function.