Data Definition

This document summarises systems and associated data. Note that listed systems, field names, and descriptions are for information only. Actual systems are always the master of this data.

System Name	Employee Satisfaction Score (ESS) from the Employee Portal	
Summary	A portal for all employee admin. Every employee working in any given month will be required to complete a mandatory survey. When a survey is completed, it means that the employee worked during that month as a full-time employee (FTE) at DSS.	
Data	**Field Name**	**Detail**
	DSST	DSS Team identifier
	MAC	Submitting MAC address
	Date Time	Date and Time of Survey completion
	EID	Anonymous Employee ID that is unique to each employee, but not personally identifiable
	How do you rate your satisfaction?	A four-point score of satisfaction from 4 = Very Satisfied, 3 = Somewhat Satisfied, 2= Somewhat Unsatisfied, 1 = Very Unsatisfied
	How do you rate your engagement?	A four-point score of engagement from 4 = Very Engaged, 3 = Somewhat Engaged, 2= Somewhat Disengaged, 1 = Very Disengaged
	How likely are you to recommend DSS as an employer to friends?	A four-point score of likelihood to recommend from 4 = Very Likely, 3 = Likely, 2= Unlikely, 1 = Very Unlikely
	Employee Experience Score	A composite of the three previous questions into four-point score, as a % measure of Employee Experience
	Reason	Primary Reason for rating, based on standard options
	Comments	Employee Comments

System Name	Fraud Management System (FMS)	
Summary	System that details all fraud investigation cases. This may be manual or automated checks. Results will always be stored in CCS, so when FMS cases close, they will be closed in CCS and the status date and time will be updated.	
Data	**Field Name**	**Detail**
	Fraud System ID	Unique Fraud System Identifier
	Claim ID	Link to Claims System ID
	Fraud System Status	Current status Indicator for Fraud Case, set to Done or Active depending on whether the system is still working on the case
	Fraud Case Start	Date and time that case was opened in the FMS
	Fraud Case Type	Indicator if case is being actioned manually, or automatic
	Fraud Case Last Status Change	Date and time of last status change in FMS
	Fraud Case Action Report	Comprehensive comments on case actions. Details will be available when actually opening Case with regards to FMS ID
	Fraud Case Status Last Change Week	Calculated Week of last status change, with Sunday as first day of week, and that 1/1 falls in week 1 of the year

System Name	Net Promoter Score (NPS)	
Summary	Integrated Spreadsheet from external providers with all available NPS information.	
Data	**Field Name**	**Detail**
	SPID	Anonymous Student ID that is unique every time a student does a post claim resolution Net Promotor Rating
	Date	Date of Survey completion
	Promoter Score	Score from 0 Highly Unlikely, to 10 Highly Likely for Students to rate the experience from claim to outcome (cash/ decline) experience
	Promoter Reason	CSE = Claim submission experience, CPT= Claim processing time, CPF = Claim progress feedback; COT = Claim Outcome; OOO = Other (Specify)
	Other	Text only if Other was selected as reason
	Claim Outcome	Student Selected Claim Outcome, encoded in standard HESG outcome codes (see CSS data definitions)
	Data Supplier	UID of the NPS score provider (currently 3 = "IFP" for phone app, or 4 = "ADA" for website)
	Comments	Any student feedback comments during the NPS survey

System Name	System Availability (SA) Data	
Summary	Weekly summary of system availability based on operational hours divided by available hours. This may reduce due to maintenance time when required.	
Data	**Field Name**	**Detail**
	AID	Availability Entry ID
	Report Date	Date and Time of Report. Typically, Saturday at 23:59:59 for the preceding 7 days for that week's stats.
	System name	Three Letter Acronym for system. Note that ESS is on Employee Portal (EPP)
	% Up Time	Calculate as total available/ total hours. Marked as blank for when system did not exist
	Comment	Any general comments from engineers or IT Ops

System Name	Claims Case System (CCS)	
Summary	Detailed Claim Master Data. Note that both PS data is populated from CCS (Claim IS), and FMS also linked to CCS (Claim ID).	
Data	**Field Name**	**Detail**
	Claim ID	Unique Claim ID
	Submit Date Time	Submit Date
	Submit Time	Submit Time
	Channel	Submitted Channel (Web, App)
	Student ID	Uni Assigned Student ID
	University	Student University
	Vendor ID	Vendor on Receipt
	Claim Amount	AUD
	Number of Documents Submitted	Count of Documents Scanned
	Total Document Size	MB
	Claim Status	Standard Claim Outcome
	Opened After Close	Indicator if claim was opened post closure for queries, or remediation
	After Close Fraud Indicator	Indicate if marked as Fraudulent after Closure
	Last Claim Status Change at	Date and time that claim status was last modified/ worked on
	Claim Status Last Change Week	Calculated Week of last status change, with Sunday as first day of week, and that 1/1 falls in is week 1

System Name	Payment System (PS)	
Summary	Details of Bank Interface System to keep track of Payments. Note that the payment date is after the CCS Settlement Date, since it may take longer for bank settlements.	
Data	**Field Name**	**Detail**
	Payment ID	Unique Payment ID
	Claim ID	Link to Claims System ID
	Settlement Date and Time	When the fund will be received by recipient
	Settlement Bank Code	Recipient BSB
	Settlement Account Number	Recipient Account Number
	Settlement Amount	Settlement Value
	Payment Success Indicator	True if payment went through. False for errors or failures
	Payment Week	Calculated Week of payment, with Sunday as first day of week, and that 1/1 falls in is week 1