

LMBR SUMMARY of ISSUES from PSA FEEDBACK 21 March – 11 May 2017

ISSUE	SPECIFIC ISSUE	Frequency of specific issue
LMBR Workload	Not enough work time to complete preparatory tasks before LMBR training.	
	Student found in cash desk search but not in student search. EDConnect advise very common problem and fix problem. It cannot be fixed at school level. Why can't it be permanently fixed?	
EBS4 problems	<p>Modifying journal entries Adding internal order numbers to existing journal entries and saving but clicking validate an exception appears.</p> <p>Not generating student receipt Money banked for student did not generate receipt. The money was deposited in student's account as shown in student history but the money was not shown in the report for 10 May.</p>	2
Medication tab not working	Click on medication tab it brings up a different tab with student's name. When it occurs staff have to log out and log back into EBS4. EDConnect have been advised 8 times but don't why it occurs and unable to assist.	
Computer outage across NSW on 1 May	<p>Caused much stress and extra time to complete LMBR tasks. Will the issue be investigated and process put in place so it does not occur again?</p> <p>EDConnect was aware of the outage and advised to retry system every 30 mins.</p> <p>Some primary schools employ casuals to input data into LMBR. It would have been costly with no work done if casual was to work on 1 May.</p> <p>Could not train SAO in LMBR finance.</p>	4
Invoices not received	Have to send invoices up to 3 times because they have not been received.	
Surveys on LMBR training	Completed training surveys on LMBR deployment website can be viewed by Principals and SAMS. SAS staff survey responses should be confidential so truthful answers can be given.	
SAM/SAO roles under LMBR	Specific LMBR roles of Principals and SAMs need to be formalised.	2
EDConnect service	<p>Waited on hold to EDConnect for 25 mins to answer a question.</p> <p>Waited for call back for 2 weeks to rectify journal entry problem.</p> <p>EDConnect Communication standard is poor as person was impatient and did not take into account SAO was not familiar with EBS4</p>	3
NOT PRINTING INVOICES	EBS4 cash register computer would not print invoices and school wasted an hour trying to fix problem. EDConnect advised it was happening elsewhere. A generic email should be sent to schools stating a printer problem. This will reduce time wasted.	
MORE LMBR SUPPORT REQUIRED	<p>EDConnect with its limited staff are struggling to provide required assistance to schools.</p> <p>A mentor should attend a school for a few days after the 15 days training to assess completion of LMBR tasks.</p>	2

Other LMBR issues

1. Plans for training post LMBR implementation
2. Other EBS4 problems
3. Introduction of Fiori with no consultation