

# CUG

## CONCEPT USER GROUP

**Stamford Grand Hotel  
Glenelg • Adelaide  
South Australia**

**28 • 30 April 2002**

### Why you should attend:

- learn how to make better use of your software
- establish personal contact with people in similar roles to yourself and share ideas and hints
- meet CSI staff face-to-face who have previously only been a voice on the 'phone
- discuss within the group, the future direction of your HR software
- discuss strategic issues about HRM
- join in the workshop sessions

### Major Sponsors



## 6TH INTERNATIONAL CONFERENCE 2002

### Conference Venue and Accommodation

The Concept User Group is returning to the very popular Stamford Grand, Moseley Square; an impressive beachfront landmark located at the end of the tram line in Glenelg and only 20 minutes drive to the centre of Adelaide or 15 minutes to the airport. With spectacular views of Glenelg beach and Adelaide Hills the facilities offered include heated outdoor swimming pool, sauna, spa, well equipped gymnasium, laundry/valet service and baby sitting service. Those who attended the 1998 conference will remember this delightful hotel.

There are two levels of accommodation:

- City view room for \$130 per night or
- Ocean view room for \$158 per night

### Qantas appointed Official Conference Airline

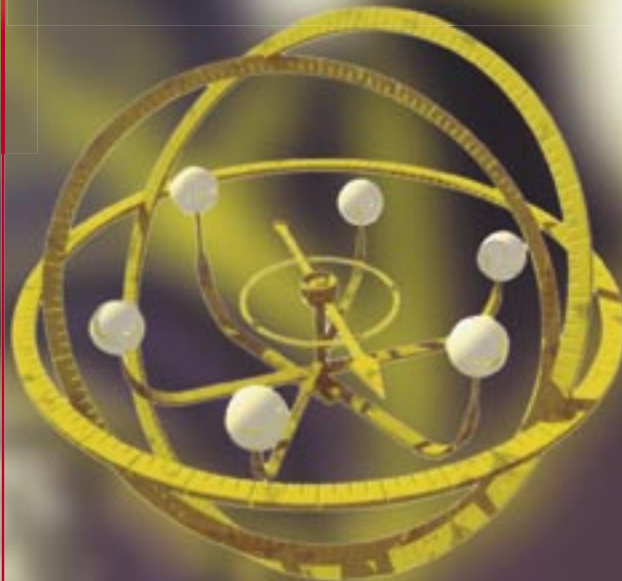
Qantas is offering special event airfares. A discount of up to 45% off the full economy airfare (excluding taxes) at the time of booking has been negotiated for this conference. These discounts are valid on Qantas domestic scheduled services. Conditions apply to all fares with specific seating class availability.

For all flight reservations and fare conditions please telephone Qantas on 1 800 684 880, and quote Association Profile Number 2960125

**Registration** - To register for the conference please use the online registration form available at [www.concept-intl.com/cug](http://www.concept-intl.com/cug).

Full registration details are also available on the website and on enclosed flyer.

[www.concept-intl.com/cug](http://www.concept-intl.com/cug)



Concept has offices in Brisbane, Adelaide, Perth, Sydney, and Melbourne plus Hong Kong and Kuala Lumpur








The company also has distributors in New Zealand, Papua New Guinea and the United Kingdom

## The 2002 program has five components




This includes user presentations describing their experiences, the popular workshops to close the proceedings and product information by Concept, the company. A number of vendors will be giving interesting presentations describing how they can assist HR.

For the first time, we will be exploring three strategic themes in depth, each will be covered through three presentations. A consultant will set the scene; a user will provide the reality check and a vendor(s) will suggest possible solutions addressing the problems. The themes to be covered are very topical and include:


1. Portals - how do you manage an electronic relationship with all your stakeholders. How does their electronic view of the organisation change because of things you know about them. How does the interface evolve as they change as individuals and the information available to them evolves too? What effect do palm top computers and digital phones have on the way you interact with them?
2. e-Recruitment - how do you build relationships with potential candidates, individuals who may already be employed and looking for change. How do you optimise the process so the right number of people present at each stage. Should it be managed internally or externally or how?
3. Management Security - knowing many of the interactions between the individual and the organisation are now electronic, how do you know what they viewed at a given point in time. What records do you need to maintain to manage the risk of a comeback? How do you acquire them in such a dynamic situation?


<b>Sunday</b> 6.00pm	<b>Conference Registration, Stamford Grand, Glenelg Adelaide</b>	
6.30pm	<b>Welcoming event</b> Meet fellow delegates, enjoy the fun.	
<b>Monday</b> 7.30 - 9.15	<b>Annual General Meeting of the Concept User Group</b> Vote for the executive committee and especially your local representative. Debate the future emphasis and direction of the Concept User Group.	
9.30 - 10.00	<b>Opening Address - It takes lemons to make lemonade</b> Duncan MacGillivray, Two Dogs Duncan MacGillivray is renowned for creating a world first, alcoholic lemonade named Two Dogs. From an offhand comment to a friend came the recipe for international success. After an initial release in Adelaide, it was being sold worldwide within two years. Opportunities can be presented in many guises but usually they appear in the form of problems to solve. How do you squeeze success out of every occasion.	 <b>Duncan MacGillivray</b>
10.05 - 10.45	<b>Portals - A view of one to one</b> Howard Strauss, Princeton University Howard Strauss introduces the first of our themes for the conference. He is a world class international keynote speaker and will discuss portals, the next revolutionary step for the Internet. Portals provide the ability to establish a one to one relationship between the individual and their needs. Whilst the portal is provided by an organisation it should reach far wider than this. As such, it is an important component in how your stakeholders see you, and from their own perspective. This presentation will not only give you food for thought but will provide you with practical ideas you can take back to the office and implement immediately.	
<b>10.45 - 11.15 Coffee, tea, networking</b>		
11.15 - 11.50   <b>Jeff Allison</b>	<b>Improving Business Performance with personalised Portals</b> Mr Jeff Allison, Application Services Manager, Orix Australia Corp. Ltd Jeff will describe how the enterprise portal they have recently implemented is greatly improving company performance in managing more than 30,000 leased vehicles and over 8,000 individual customers. Initially helping staff with access to company data, procedures and forms as well as access to daily reports it now also assists customers manage all aspects of fleet management; information which is usually highly complex. And staff and customers now get to see the information they want, when they want it and the way they want it. Although it is early days for the portal usage, what feedback are they getting from stakeholders, what appear to be the major benefits to the organisation. How is it affecting their service levels as customers increase, and more importantly, the bottom line.	<b>The Human Management Face of Alesco!</b> Eileen Aitken - Western Region Manager, CSI and Rob Fox, Operations Manager, Concept.eHR This presentation takes a fresh look at the business benefits of: <ul style="list-style-type: none"> <li>• Applicant Tracking,</li> <li>• Training and Staff Development,</li> <li>• Occupational Health and Safety and</li> <li>• Remuneration Planning modules.</li> </ul> If you have a new or growing need for this type of service or you may be using the modules but not to their full potential. This presentation is for you.
11.55 - 12.30	<b>Portals that transform decision making</b> Mr Mark Samuelson, Account Manager, Brio Software Brio Software market a leading business intelligence portal. This gives a top down real-time view of enterprise performance with personalised metrics and content. Through web-based delivery of drill-down data and dynamic reports, Brio Portal closes the gap between opportunity recognition, decision-making and action. Brio Portal automates the search, notification and delivery of information for improved decision-making at every critical point in a business process. Users are able to spot trends early and take actions that optimise performance.	 <b>Eileen Aitken</b>   <b>Rob Fox</b>   <b>Warren Slabe</b>   <b>Bill de Kretser</b>   <b>Kevin Hui</b>
		<b>Payroll Budgeting with unmatched sophistication and detail</b> Warren Slabe, Consulting Manager at QSP Asia Pacific will present the benefits of Advisor Series, Payroll Planning. Accurate Planning for payroll can be extremely complex and difficult. Most budget tools cannot adequately handle the many variables and sophisticated calculations that make up the payroll budget. Warren will overview the Payroll planning process and discuss how Advisor Series can provide unmatched modelling sophistication, complete flexibility in budget layout and budgeting to any level of detail. He will also cover off the detailed reporting capabilities inherent within the Advisor Series for reporting on the various aspects of Payroll Budgeting including comparative analysis of actual v budget payroll figures.
		<b>Disparate and dispersed, meeting the challenge at Queensland Emergency Services</b> Bill de Kretser will describe how he managed the progression of the QES Help Desk from basic payroll support to a value added Support Centre. This was for a newly introduced HR system provided to a dispersed organisation comprising three separate entities. Kevin Hui will give a presentation of the web-based Decision Support System and Workforce Reporting. Using Cognos as a tool QES have been able to provide a consistent information interface in a timely fashion to all its geographical regions and layers of management. The session will conclude with an overview of the web pages used by the Support Centre. This is a user success story about providing timely information via the Internet.


**Lunch sponsored by Brio Software**

<p>12.30 - 1.30</p>  <p>Barbara Reed</p>	<p><b>Risky Business</b>                  Barbara Reed, Recordkeeping Systems Pty Ltd                  So you're not in finance, but that doesn't mean there is no financial risk associated with what you do. We all know we are creating legal relationships that can be taken to court. But how can you adequately reproduce the situation under dispute and enable your organisation to defend its actions at the time. As websites become more user specific so it becomes increasingly critical to know what happened at the time - albeit from the future. Introducing the second major theme of the conference, Barbara will describe tools and methodologies which enable you to collect sufficient information to manage this risk.</p>		
<p>2.15-2.50</p>	<p><b>Managing risk</b>                  A client perspective on risk management when implementing electronic service delivery.</p>  <p>Rob van der Ende</p>	<p><b>Recognising the value of CRM in HRM</b>                  Rob van der Ende is Executive Director for EDS' Customer Relationship Management (CRM) Business in the Asia Pacific region and as such can provide some valuable insight into the issues that HR people face in managing their relationships with individuals. Many forms of communication are used and they deal with many different parts of the organisation. Obvious examples include their manager, department, OH&amp;S person or the central HR department. This presents a challenge to ensure the advice an individual receives is consistent no matter which communication route is taken.</p>	<p><b>The Brio Evolution</b>                  Paul Beks, Managing Director, Brio Software, Pacific Region                  Brio is evolving the traditional business intelligence tools into performance driven solutions. See how these solutions can positively impact on your business performance.</p>  <p>Paul Beks</p>


**2.50 - 3.20 Coffee, tea, networking**


<p>3.20-4.00</p>	<p><b>Building an enforceable transaction infrastructure - the hidden risk of e-business</b>                  Rob Mills, Director of Internet Products, Asia Pacific, Tower Technology Pty Ltd</p>	<p><b>Cognos DecisionStream - ETL software that delivers integrated reporting for the whole enterprise</b>                  Anthony Larratt, Senior Consultant                  DecisionStream is powerful ETL (Extraction, Transformation, and Load) software that lets you extract and unite data from disparate sources and deliver coordinated Business Intelligence across your organization. DecisionStream's advanced data merging, aggregation and transformation capabilities let you unite data from different sources, and transform it into information using best-practices dimensional design. Cognos DecisionStream is comprised of a Windows-based dimensional design environment, and a multi-platform, server-based ETL engine with native support for all major relational databases. The design environment's intuitive graphical interface makes defining and implementing transformation processes easy, while the high-performance transformation engine processes large volumes of data quickly. DecisionStream's generation of Business Intelligence metadata, and tight integration with Cognos Business Intelligence components, delivers the fastest route to Business Intelligence implementations.</p>	<p><b>Universities and Students given a boost by Monster</b>                  Libby Christie and Andrew Falconer, Monster                  For many, the key reason for attending university is to get a job. Students will often choose a course and campus based on graduate outcomes. This is a specialist presentation for universities and graduate employers, showing how Monster assists students to get graduate positions, internships and cadetships. In addition, Monster can also develop integrated solutions to manage all of your recruitment and retention needs, assist your careers centre and manage your alumni database - all helping you to boost enrolments through improved graduate outcomes.</p>  <p>Libby Christie</p>
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<p>4.00-4.30</p>	<p><b>The Concept Reporting Continuum</b>                  Rob Fox, Operations Manager, Concept.eHR and Eileen Aitken - Western Region Manager, CSI                  The evolution that has occurred with the decentralisation of authority and responsibility, and the flattening of organisational structures emphasises the importance of reporting. Powerful, flexible reporting modules, are a part of the Concept HR/Payroll solutions, and provide the necessary tools to easily manipulate and convert HR/Payroll data into meaningful business information. This presentation moves through the Concept Reporting Continuum from Concept standard reports, uses of desk top integration, the Metalayer and concluding with the KP Investigator, a true data warehouse, for aggregated statistical analysis and reporting.</p>	<p><b>Don't Labour over Rosters and Schedules, Manage them</b>                  Brad Cole, Market Development Manager, Concept Labour Management Products                  If you have units of labour to schedule or plan, be it in a large quantity or small, you'll get some help here. Even if scheduling labour is not a big issue in your organisation this presentation will describe the key features of the Concept Labour Management tools</p> <ul style="list-style-type: none"> <li>• Resource Availability (Rostering),</li> <li>• Attendance Management (Time &amp; Attendance),</li> <li>• Resource Availability (Planning Resources) and</li> <li>• Work Management (Tracking &amp; Analysis)</li> </ul> <p>The WA Justice Department provides a case study, in which the issues raised can be addressed and one way of handling the problems is presented.</p>	<p><b>Concept Consisto Reporting</b>                  Andrea Trefeu, Market Development Manager Payroll/HR CSI                  With the name change from Lattice to Consisto this presentation looks at the reporting side of the product. Reporting is becoming ever more important as the need for readily accessible information extends beyond analysts and executives, and now includes workers at all levels within an organisation. Consisto can provide the necessary tools to easily manipulate and convert HR/Payroll data into meaningful business information.</p>  <p>Andrea Trefeu</p>
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<p>4.30-5.00</p>  <p>Barry Colyer</p>	<p><b>Concept Web Kiosk</b>                  Rob Fox - Operations Manager, Concept.eHR                  Employee Web Self-Service Kiosk, part of Concept HR/Payroll solutions, is an easy-to-use module designed to provide all staff with access to information and transactions over an Intranet or the Internet. See where they are at and what use this tool could be to you.</p>	<p><b>More power to your Line Managers</b>                  Barry Colyer, Manager HR Systems, Flinders University                  Line managers use desktop tools such as Excel and MSQuery. Barry will show you how to extract data from Concept data tables and/or the end-user layer using MS Query and ODBC for processing by line managers using Excel. This cuts your workload and gives the manager raw data in a useful format which they can manipulate to get the information they need.</p>	<p><b>Consisto Web Self Service</b>                  Roland Smith, Account Manager, CSI                  A specialist presentation for Consisto users, showing how employee's can serve themselves to answer their questions. WSS allows an individual to explore a scenario in private, without taking the time of an HR employee. This allows employee's to work through alternatives, amend personal details, examine leave balances and enter timesheets. Managers can also view all team member information, including employee biographical details. Together this increases service yet saves HR time and resources.</p>
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**6.30pm Conference dinner sponsored by Concept Systems International. Your host: Greg Phillips, Founder and Managing Director**

<p><b>Tuesday</b>                  9.00 – 9.40</p>	<p><b>The revolution has arrived</b>                  Greg Phillips, Managing Director, Concept Systems International.                  For years Human Resource professionals have been told to be "strategic". How? Finally technology through its ability to make the employee the centre of the process flow, and not the HR/Payroll department, has created the opportunity. The "employee centric" business model will revolutionise the way people are managed within an organisation. What is this model and how will it impact on you?</p>  <p>Greg Phillips</p>		
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<p>9.40-10.20</p>  <p>Trevor Vas</p>	<p><b>24/7 e-Recruitment - now and for the future</b>                  Trevor Vas, Executive Director, Human Capital Management Solutions                  What is the best recruitment model for your organisation? How do you match your workforce objectives to the most appropriate strategies? Organisations today need to be able to source candidates using both an e-Recruitment model and traditional strategies. The ideal mix really depends on the types of candidates required, the resources an organisation has and the market in which it operates. Trevor will provide some building blocks for you to consider in taking these key variables and evaluating how to best implement your e-Recruitment strategies.</p>		
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10.20- 10.50	<b>Coffee, tea, networking</b>		
<b>Tuesday</b> 10.50-11.25	<b>iRecruitment, real world experience</b> Graham MacAulay, QUT Graham will explain the reasons why QUT is taking the path it is, what they have learned, issues they have faced and plans for the future. QUT has elected to put a lot of effort into getting things right up front. This is an informative case study of one chosen path of an iRecruitment implementation. As a practical experience it will be invaluable.	<b>Concept eHR, focus on core business</b> Rob Fox Concept.eHR meets the growing market demand for outsourced administrative services, providing organisations with business solutions for people management on a pay-as-you-use basis. This significantly reduces the need for an organisation to maintain both internal software and hardware infrastructure, as well as specialist support staff to administer the application. The levels of service will be detailed and explained along with the growth in use of this service.	<b>Special workshop for DBAs</b> Review the facilities of Oracle8 and discuss ways to get the most out of Concept 8.06 and v9. Issues for consideration: • Partitioning • Tuning • Sizing • Security Bring along your favourite scripts and share solutions with your colleagues. Join in the discussion about the future direction for tuning and performance. Led by Steve Campbell UNE, actively supported by ???, CSI
11.30-12.15	<b>e-Recruitment, a view from the marketplace</b> Duncan Wakes-Miller, VP Marketing, Asia Pacific, monster.com Panel presentation: • Libby Christie, President, Asia Pacific, Monster • Sally Day, General Manager, TMP Worldwide Advertising and Communications, Adelaide • Trevor Vass, Human Capital Management Solutions • Graham McAulay, QUT The continued growth of e-Recruitment in Australia is seeing a pronounced shift in recruitment practices worldwide. At this panel session, hear the views of specialists in online and offline recruitment, and listen to their predictions of trends for the future and thoughts on balancing 'brand, touch and technology' with recruitment and candidate management.	<b>Is your IT infrastructure secure and cost efficient?</b> Lance Heather: Connect Internet Solutions Since September 11, many organisations are assessing their IT options with regards to infrastructure and security. Businesses today no longer are taking the attitude of "it will be alright" With recent changes to the privacy act, company directors have noted the vulnerability both from an infrastructure deployment, security of data plus from a personal responsibility to ensure the companies data (the most important asset) is protected at all times. This presentation looks at the options available to businesses to co-locate their IT infrastructure in a safe, secure and managed environment.	
12.15 – 1.15	<b>Lunch</b>		
1.15-1.55	<b>Concept product steering group - mapping the future - your future</b> Bob Willan, CUG, Karen Harris, CUG with Eileen Aitken - Western Region Manager, CSI The product steering group raises key issues about Concept software. This is your chance to influence the future direction of the Concept products, hear pros and cons, learn about proposed changes and possible improvements. It can also be a call to action if you don't agree with the priorities or the direction. You have the power to create change, nothing is set in stone.		
1.55-2.30	<b>Reflection on Concept</b> Speakers: Michael Knight, HRM; Andrew Smee, HRSO, Charles Sturt University Does your system meet needs that have emerged since its implementation? Over the last few years external factors such as Y2K, GST, and more recently the e-environment have demanded our attention at the expense of system refinement. The search for greater efficiency, productivity and quality has required us to stop, reflect and review our use of the Concept system, including codes and set-up to identify and rectify gaps between historical operation and emerging needs. Our experiences may help your organisation.	<b>Concept Valeo to be implemented by SA Department of Education, Training and Employment</b> Alan Miller: Project Director SA DETE has signed with Concept to implement Valeo which will be rolled out across all of DETE's 30,000 employees over the coming two years. Other significant enhancements are intended. Learn more about the project from Alan Miller.	<b>Progress OpenEdge Business Solutions</b> David Jensen, Business Development Manager, Progress Software. Progress technology helps build the best business applications in the world. This is the result of Progress' focus on business. Our technology platform has one purpose - to take the complexities out of developing sophisticated, data-driven, high-transaction applications used to run your business. We simplify the job of creating the world's best business applications. David, with his many years of experience in business application design, will introduce Progress OpenEdge Business Solutions. These Solutions will help you leverage your existing Progress-based applications, so you can efficiently meet your company's strategic business challenges and achieve high ROI.
2.30 – 3.10	<b>Workshop 1</b> What are the issues for HR as you move to a service marketing model using the Concept system as a foundation for change. How do you manage change in the transition from traditional HR to that of a service provider using Web Kiosk etc. Led by Chris Taylor and Allen Howell	<b>Workshop 2</b> Security in general, e8 in particular; the issues of roles and groups; restricting the programs people can use; tables and objects. Session leader to be announced	<b>Workshop 3</b> Phase2 of Web Kiosk; going on-line; the data entry issue of position maintenance and organisation hierarchies. How to manage frequent staff movement, possible automation of loading in staff, updating expire dates, changing roles, like team leader and approvers. Session leader to be announced
3.10 – 3.40	<b>Tea, coffee, networking</b>		
3.40 – 4.20	<b>Workshop 1 continues</b>	<b>Workshop 2 continues</b>	<b>Workshop 3 continues</b>
4.20 – 5.00	<b>Closing address and summary by the Chair of the Concept User Group</b>		

Throughout the conference a number of Concept experts will be on hand at the venue should you have a specific query you would like to discuss.

Concept Systems International Limited, Brio Software, Cognos, monster.com, Progress Software and QSP will all be demonstrating their latest products and services at the conference exhibition.

The organising committee included Karen Harris, Gina Bavin, Barry Colyer, Steve Campbell, Joe Dascoli, Geoff Duce, Rob Fox, Wendy Jones, Melissa Marsland, Richard Moore and Bob Willan.

**To register online and for registration details on the conference and the CUG visit: [www.concept-intl.com/cug](http://www.concept-intl.com/cug)**

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