



PULSE – Performance Reporting Software

Why do we use Pulse?

Council uses Pulse for corporate planning and reporting for the following reasons:

- It provides a single system for updating corporate performance data
- It ensures improved accountability, ownership and transparency
- It is accessible at anytime, anywhere
- It allows users to track their progress and review information from previous reporting periods
- It provides business units with easy reporting options as well as improved corporate reports

Accessing Pulse

To access the corporate reporting software go to:

<https://greaterdandenong.lgsoftwaresolutions.com.au>

Please save in your favourites or as a shortcut to your desktop. The icon is also available at the top of Webstar and on the MyApps portal for you to access.

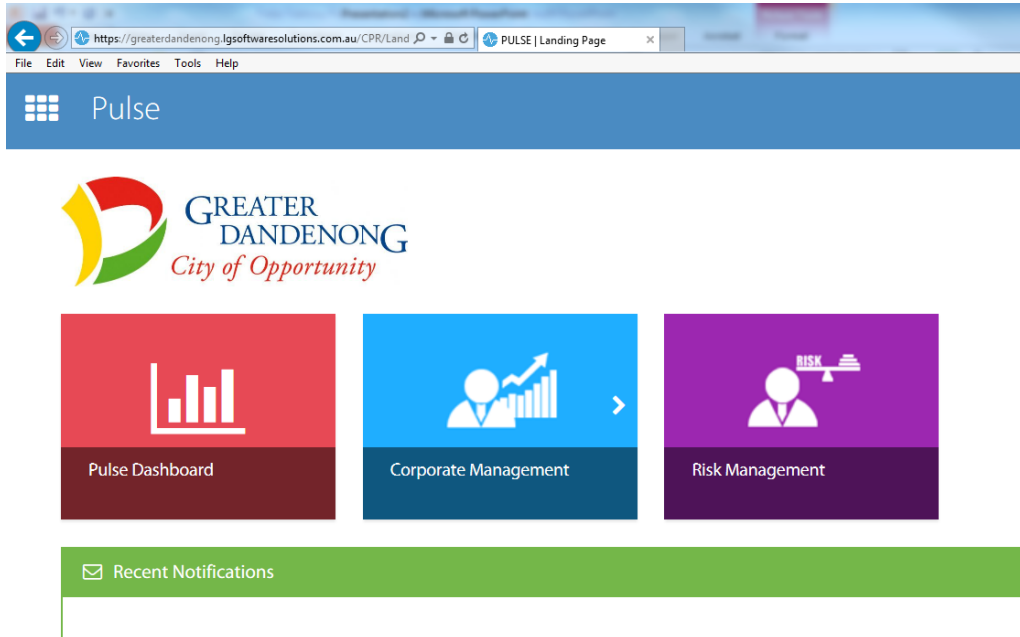
Pulse is a single sign-on system meaning that once you access the web address from your desktop computer you will automatically be logged on. If you are accessing the site outside of CGD on a PC, tablet or phone a login screen will appear and you will be required to enter your CGD login details. Eg:

Username: djohns

Password: *****

Home Page

The below screen will appear as your home screen.



The three tiles which appear are:

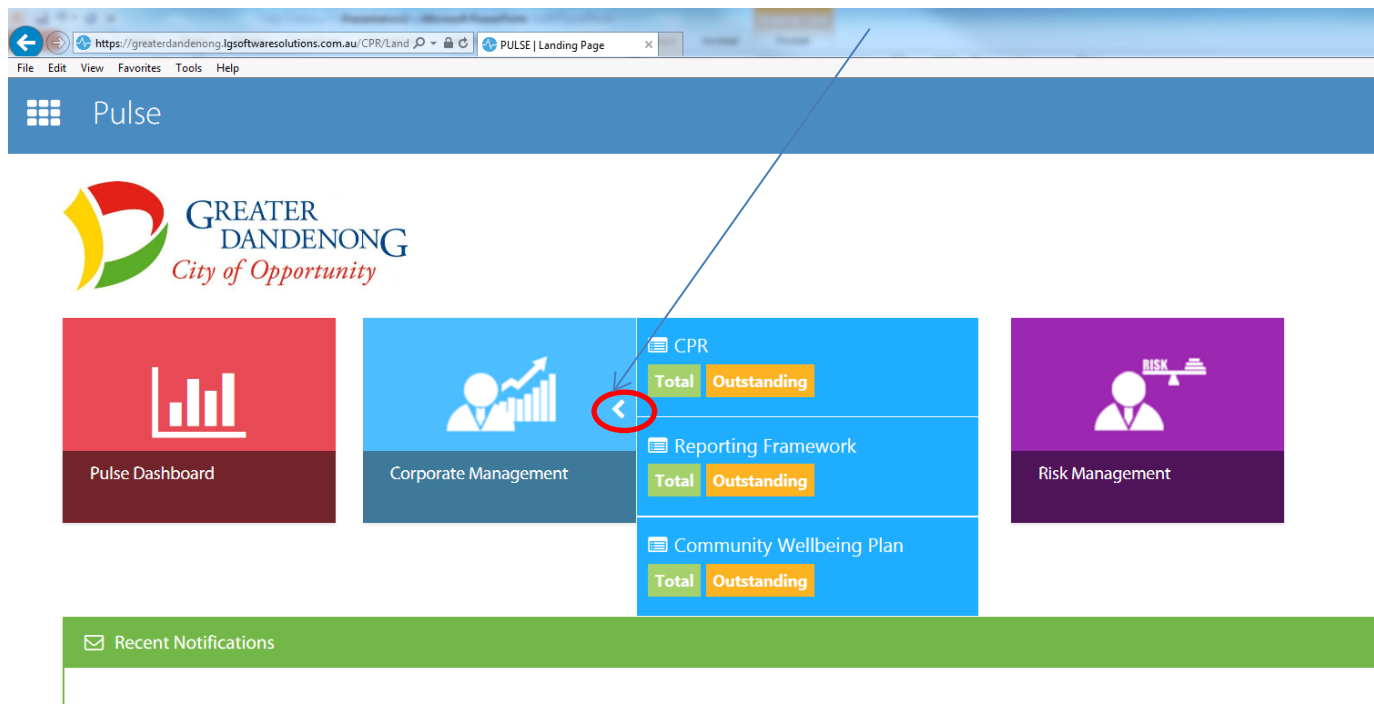
1. **Pulse Dashboard** shows an overview of all of your actions from both Corporate Planning and Reporting and Risk Management
2. **Corporate Management** contains the Corporate Planning and Reporting, LGPRF and Community Wellbeing Plan dashboards
3. **Risk Management** contains all actions relating to CGD's strategic and operational risks

Corporate Management

The Corporate Management area has three separate sections:

- **Corporate Planning and Reporting (CPR) dashboard** – used for Annual Plan initiatives (related to the Council Plan), business plan items, and actions which relate to organisational strategies
- **Reporting Framework dashboard** – used for reporting LGPRF indicators
- **Community Wellbeing Plan dashboard** – used for all Community Wellbeing Annual Plan actions

The menu to access these sections will appear by clicking on the arrow in the Corporate Management box



CPR

Once you have selected the CPR section from the homepage the CPR dashboard will appear as below. All users will have their own reporting responsibility and there will be some users who will also need to authorise information submitted by their staff. This information will all appear on the dashboard. Please note only a small number of business units are using the task function but this is a functionality we can expand on in the future if it is deemed useful.

The screenshot displays the CPR dashboard interface. The top navigation bar includes the 'Corporate Planning & Reporting' title and a user profile for 'Dani Johnson'. The sidebar menu lists various options: Corporate Menu, Home, My Actions, My Corporate Measures, My Nodes, View All Actions, Actions Hierarchy, Search, Action Authorisation, Action Progress Report, Reports, Document Generator, and Admin. The main content area features a 'Dashboard' header, a green message box about the updated home screen, a green message box from the corporate team welcoming users to the new system, a blue progress bar showing 'Not Updated: 4 Total: 9' actions, and an orange box indicating '0' actions needing authorisation. On the right, there are two status snapshots: 'Action status snapshot' and 'Task status snapshot'. The 'Action status snapshot' includes a pie chart showing the distribution of action statuses: 4 In progress (yellow), 1 Not Due To Start (purple), and 4 Not Updated (red).

Status	Count
In progress	4
Not Due To Start	1
Not Updated	4

Updating actions

To update your actions click on either the blue box on the dashboard which says “Actions you are responsible for” or alternatively choose “My Actions” in the corporate menu on the left hand side. This will then take you to the summary screen below to update your quarterly information.

Corporate Planning & Reporting

My Summary

Reporting 2017 - 2018 Q2

My Actions

Delayed: 0 Completed: 0 Not Due To Start: 5 On track: 2 Not Updated: 0 Total: 7

		Code	Action	Responsible Officer	Authorising Officer	Progress	Status	Comment
➡	2017-2018	Business Plan	Continue to report regularly on the Local Government Performance Reporting Framework and provide feedback to LGV regarding indicators.	Dani Johnson	Kylie Sprague	10%	On track	
➡	2017-2018	Business Plan	Manage the Community Satisfaction Survey process and provide analysis to Council on key trends and issues.	Dani Johnson	Kylie Sprague	0%	Not Due To Start	
➡	2017-2018	Business Plan	Undertake a project in conjunction with directorates to develop and implement a strategy framework which provides guidance on the development of key plans and strategies.	Dani Johnson	Kylie Sprague	5%	On track	
➡	2017-2018	Council Plan	Achieve a customer satisfaction rating equal to or greater than 76 in the annual LGV customer satisfaction survey	Dani Johnson	Kylie Sprague	0%	Not Due To Start	
➡	2017-2018	Council Plan	Achieve an index score of 61 or higher for Making decisions in the interest of the community (Community Satisfaction Survey)	Dani Johnson	Kylie Sprague	0%	Not Due To Start	
➡	2017-2018	Council Plan	Achieve an index score of 62 or higher for community consultation and advocacy	Dani Johnson	Kylie Sprague	0%	Not Due To Start	

The code column identifies whether the action is from the Council Plan, your departmental Business Plan or an organisational strategy

To update your comments and progress for the quarter click on the pencil icon. If this icon has a green tick an update has already been made for the reporting period

Updating actions cont.....

Once you have clicked on the pencil icon it will take you straight to the update screen.

Business Plan - Undertake a project in conjunction with directorates to develop and implement a strategy framework which provides guidance on the development of key plans and strategies.

Code: Business Plan

Start Date: 1/07/2017

Outcome: A Council connected with the community, providing an effective voice on their behalf

Action Details: Undertake a project in conjunction with directorates to develop and implement a strategy framework which provides guidance on the development of key plans and strategies.

Period: 2017 - 2018 / Q1

Due Date: 30/06/2018

Priority: Communications and Customer Service Business Plan

% Complete: 0 10 20 30 40 50 60 70 80 90 100

Status: On track ☒

Action Reporting Comments:

Performance Measures: There are no performance measures against this action.

Attachments: Add attachment | Add document link

Action History:

Action Year	Prog. (%)	Details	Period	Updated By
2017	5	This project will commence again in Q2 with the review of the previous draft framework.	Q1, 2017	Kylie Sprague 13/10/2017
2017	5	This project will commence again in Q2 with the review of the previous draft framework.	Q1, 2017	Dani Johnson 14/09/2017
2017	0	This project will commence again in Q2 with the review of the previous draft framework.	Q1, 2017	Dani Johnson 14/09/2017

Tasks:

Updated By	Status	Progress	Comment
There is no history recorded against this action.			

Objective links can be attached to actions if relevant however the objective reference must first be sent to your desktop prior to attaching

Once you have completed all of the relevant sections please ensure you click on the green save button. This will return you to the previous screen where you can update the remainder of your actions.

Authorising actions

If you have actions to authorise these can be accessed from the orange box on the dashboard or by clicking on “Action Authorisation” in the Corporate Menu on the left hand side.

Corporate Planning & Reporting

Greater Dandenong City of Opportunity

Action Authorisation Review

Reporting 2017 - 2018 Q2

Filters: 0 ☒ Authorise All / ☐ Unauthorise All

Code	Strategy Link	Action	Responsible Officer	Progress	Comment	Status	Authorised
Business Plan	- Strategic Objective 6: An open and effective Council - A Council connected with the community, providing an effective voice on their behalf - Communications and Customer Service Business Plan	Continue to report regularly on the Local Government Performance Reporting Framework and provide feedback to LGV regarding indicators.	Dani Johnson	10%		On track	
Council Plan	- Strategic Objective 6: An open and effective Council - Decision making which is transparent and accountable - Continue to implement mechanisms that enhance community access and understanding of Council decision making and the role of Council	Achieve an index score of 61 or higher for Making decisions in the interest of the community (Community Satisfaction Survey)	Dani Johnson	0%		Not Due To Start	

Once the authoriser is happy with the progress comments actions can be authorised individually or in one go by clicking on “Authorise All” and then on “Apply” in the pop-up menu

Authorisers can review the progress comments and make any necessary changes by clicking here

Returning to home screen and dashboards

The screenshot shows the Corporate Planning & Reporting (CPR) dashboard. The browser address bar displays <https://greaterdandenong.lgsoftwaresolutions.com.au/CPR/UI/Corp>. The page title is "Corporate Planning & Reporting". The user is logged in as "Dani Johnson".

The dashboard features a "Corporate Menu" on the left side, which includes the following items:

- Home
- My Measures
- View All Actions
- My Corporate Measures
- My Service Areas
- Actions Hierarchy
- Search
- Action Authorisation
- Action Progress Report
- Reports
- Document Generator
- Admin
- Help Documents

The main content area is titled "Action Authorisation Review" and displays "Reporting 2017 - 2018 Q2". It includes a table with the following columns: Code, Strategy Link, Action, Responsible Officer, Progress, Comment, Status, and Authorised.

Code	Strategy Link	Action	Responsible Officer	Progress	Comment	Status	Authorised
Business Plan	- Strategic Objective 6: An open and effective Council - A Council connected with the community, providing an effective voice on their behalf - Communications and Customer Service Business Plan	Continue to report regularly on the Local Government Performance Reporting Framework and provide feedback to LGV regarding indicators.	Dani Johnson	10%		On track	
Council Plan	- Strategic Objective 6: An open and effective Council - Decision making which is transparent and accountable - Continue to implement mechanisms that enhance community access and understanding of Council decision making and the role of Council	Achieve an index score of 61 or higher for Making decisions in the interest of the community (Community Satisfaction Survey)	Dani Johnson	0%		Not Due To Start	

Annotations on the screenshot:

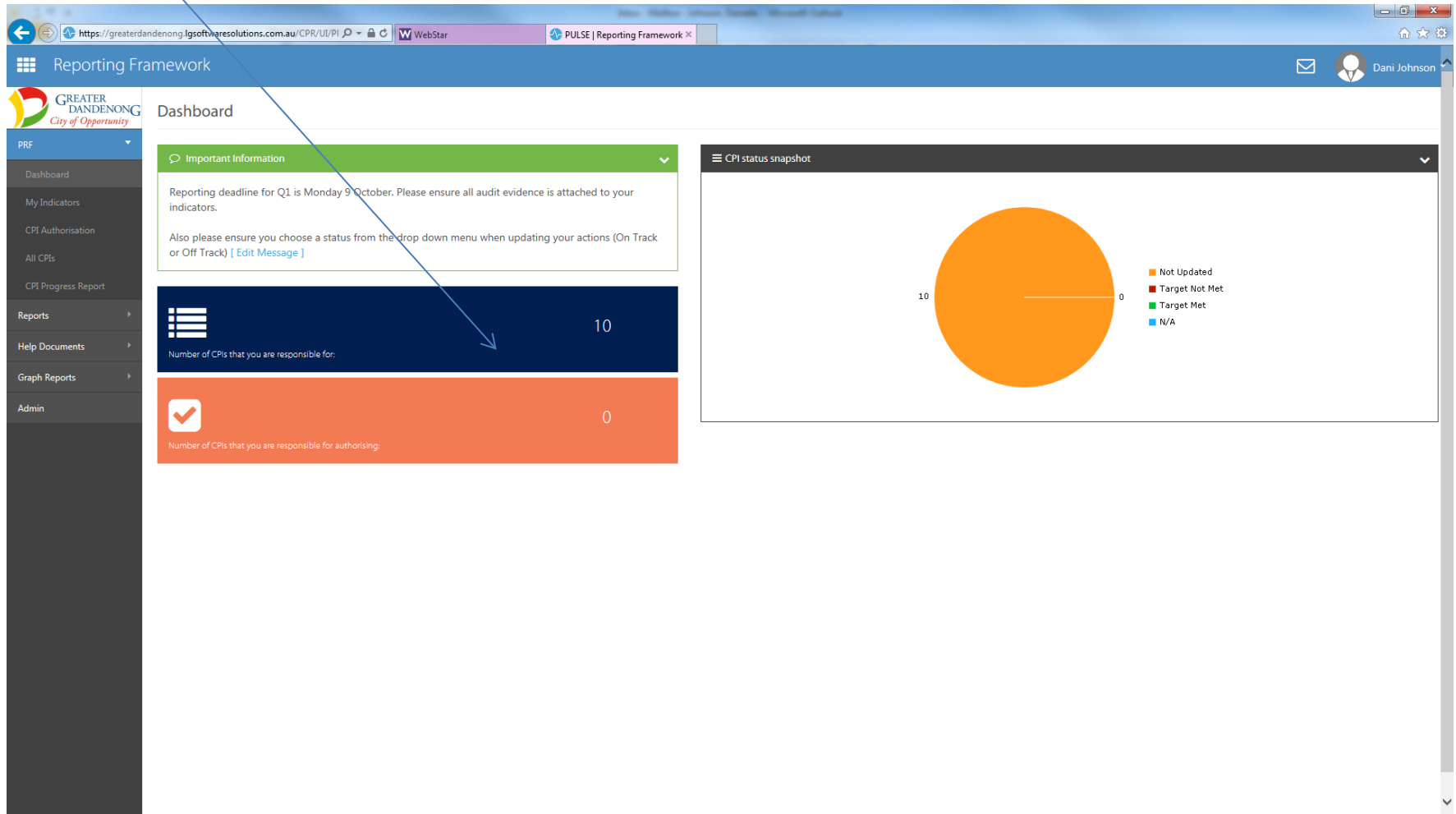
- A red circle highlights the "Corporate Menu" icon in the top left corner.
- A red circle highlights the "Home" link in the "Corporate Menu" on the left side.
- A red arrow points from the "Home" link to the "Home" text in the annotation below.
- A red arrow points from the "Rubik's Cube" icon in the table to the annotation above it.

Click on the "Rubik's Cube" to take you back to the home page

Click on "Home" under Corporate Menu to return to the CPR dashboard

Reporting Framework

The dashboard for the Reporting Framework is similar to the CPR section. It shows all of the LGPRF indicators (CPIs) you are responsible for and also allows you to access a number of reports. To update your indicators click on the blue box



Updating indicators

The below screen will appear once you click on the blue box on the previous page. It will show all of your responsible indicators and the results for each quarter in the current financial year. To update the information you click on the pencil icon. If this icon is blue (as below) it means that an update is not required for that quarter. A note will appear to tell you this when you hover the cursor over the pencil. The column highlighted in blue is the current reporting period. The My CPIs page can also be exported to excel if a report is required.

Reporting Framework

My CPIs

Not Updated: 8 Target Met: 0 Target Not Met: 0 N/A: 0 Total: 8

Filters: 2 Add a CPI

1-4 of 4 classifications (8 CPIs)

	Unique Ref	Code	Indicator	Measure	Owner	Authority	Target	Q1	Q2	Q3	Q4	
GOVERNANCE												
+	G2	2	Consultation and engagement	Satisfaction with community consultation and engagement Community satisfaction rating out of 100 with the consultation and engagement efforts of Council	Dani Johnson	Kylie Sprague	≥ 40 ≤ 70		0.00			
+	G5	5	Satisfaction	Satisfaction with council decisions Community satisfaction rating out of 100 with how Council has performed in making decisions in the interests of the community	Dani Johnson	Kylie Sprague	≥ 40 ≤ 70					

Updating indicators cont.....

Reporting Framework

My CPIs

Satisfaction with community consultation and engagement

Measure:
Satisfaction with community consultation and engagement

Description:
Community satisfaction rating out of 100 with the consultation and engagement efforts of Council

Target:
≥ 40
≤ 70

Status:
Off Track

No Data Available:
☐

Q3 Actual:

Numerator: Community satisfaction rating out of 100 with how council has performed on community consultation and engagement

Denominator:

Result:

Comments: * (Actual does not meet the target, comments are required)

Attachments: (maximum total file size: 10MB)

Attachments Table:

Name	Uploaded By	Upload Date
No records to display.		

Update History

Period	Actual	Status	Comments	Date
Q1				
Q2	0.00	Off Track	Not due to be reported until Q4	Dani Johnson - 31/03/2017
Q3				
Q4				

Update History Chart

Annotations:

- This is the target set by LGV and may differ to our own CGD target
- Please ensure you choose a status when updating
- This section shows previous updates for the indicator and the result. Comments can be cut and paste from here to the current quarter
- Add in the numerator and denominator
- Please ensure all evidence is attached as objective links. As with CPR these will need to first be sent to your desktop
- A comment is required when the result is outside of LGV's targets. You will not be able to save the result until this has been completed

Authorising indicators

If you are responsible for authorising indicators you can click on the Orange box on your dashboard or the “CPI Authorisation” button on the left hand menu

Reporting Framework

GREATER DANDENONG City of Opportunity

Authorise CPIs

Reporting Year: 2017-2018

☒ Authorise All / ☐ Unauthorise All

Code	Measure	Target	Q1	Q2	Q3	Q4	Comments	Authorised
71	Relative socio-economic disadvantage Relative Socio-economic Disadvantage of the municipality	≥ 0 ≤ 10						☐

If there are multiple CPIs to authorise click on “Authorise All” and then click apply in the pop-up menu

To authorise click on the orange square

Community Wellbeing Plan

The Community Wellbeing Plan dashboard mirrors the CPR and actions are updated and authorised in exactly the same way.

The screenshot shows a web browser window with the URL <https://greaterdandenong.lgsoftwaresolutions.com.au/CPR/UI/C>. The page title is "PULSE | Community Wellbeing Plan". The dashboard header is blue with the "Community Wellbeing Plan" logo on the left and a user profile for "Dani Johnson" on the right. A left sidebar contains navigation links: "Community Wellbeing Plan", "Home", "My Actions", "View All Actions", "Actions Hierarchy", "Action Authorisation", "Search", "Reports", "Document Generator", and "Admin". The main content area is titled "Dashboard" and features a green notification bar at the top stating "Home Screen Message Updated". Below this is a green box for "A message from the corporate team:" with an "[Edit Message]" link. The dashboard includes three large colored boxes: a blue box for "Not Updated: 0 Total: 0" with a bar chart icon and the text "Actions you are responsible for:"; an orange box for "44" with a checkmark icon and the text "Number of actions that need authorisation:"; and a green box for "0" with a server rack icon and the text "Number of tasks that you are responsible for:". On the right side, there are two expandable panels: "Action status snapshot" and "Task status snapshot", both currently showing "There is no or empty series".

Community Wellbeing Plan

Dashboard

Home Screen Message Updated

A message from the corporate team: [Edit Message]

Not Updated: 0 Total: 0
Actions you are responsible for:

44
Number of actions that need authorisation:

0
Number of tasks that you are responsible for:

Action status snapshot

Task status snapshot

There is no or empty series