GREATER DANDENONG
City of Opportunity

PULSE – Performance Reporting Software

Version 1 : June 2017

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.

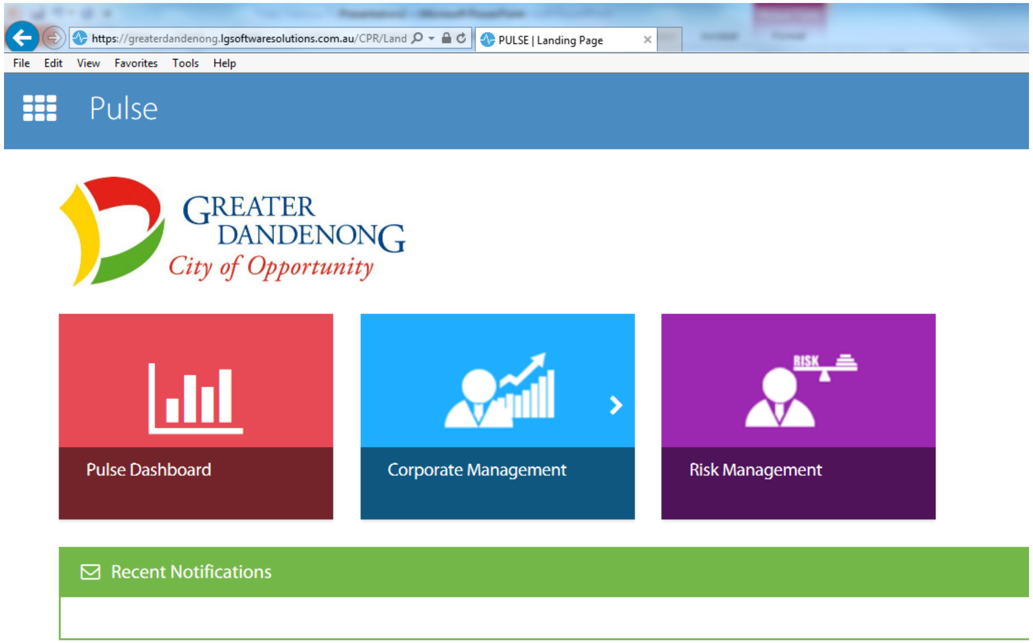
Pulse is a single sign-on system meaning that once you access the web address from your desktop computer you will automatically be logged on. If you are accessing the site outside of CGD on a PC, tablet or phone a login screen will appear and you will be required to enter your CGD login details. Eg:

Username: djohns

Password: ********

Home Page

The below screen will appear as your home screen.



The three tiles which appear are:

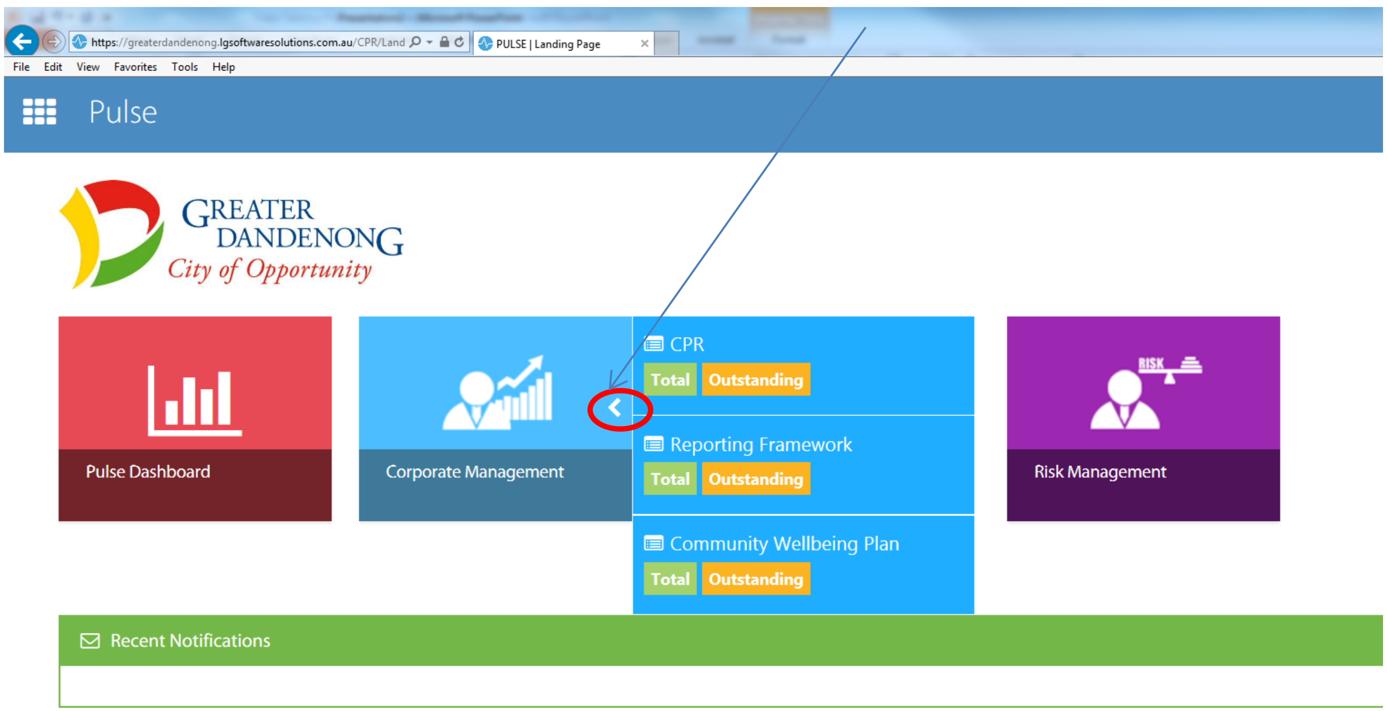
1. ***Pulse Dashboard*** shows an overview of all of your actions from both Corporate Planning and Reporting and Risk Management
2. ***Corporate Management*** contains the Corporate Planning and Reporting, LGPRF and Community Wellbeing Plan dashboards
3. ***Risk Management*** contains all actions relating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

Corporate Management

The Corporate Management area has three separate sections:

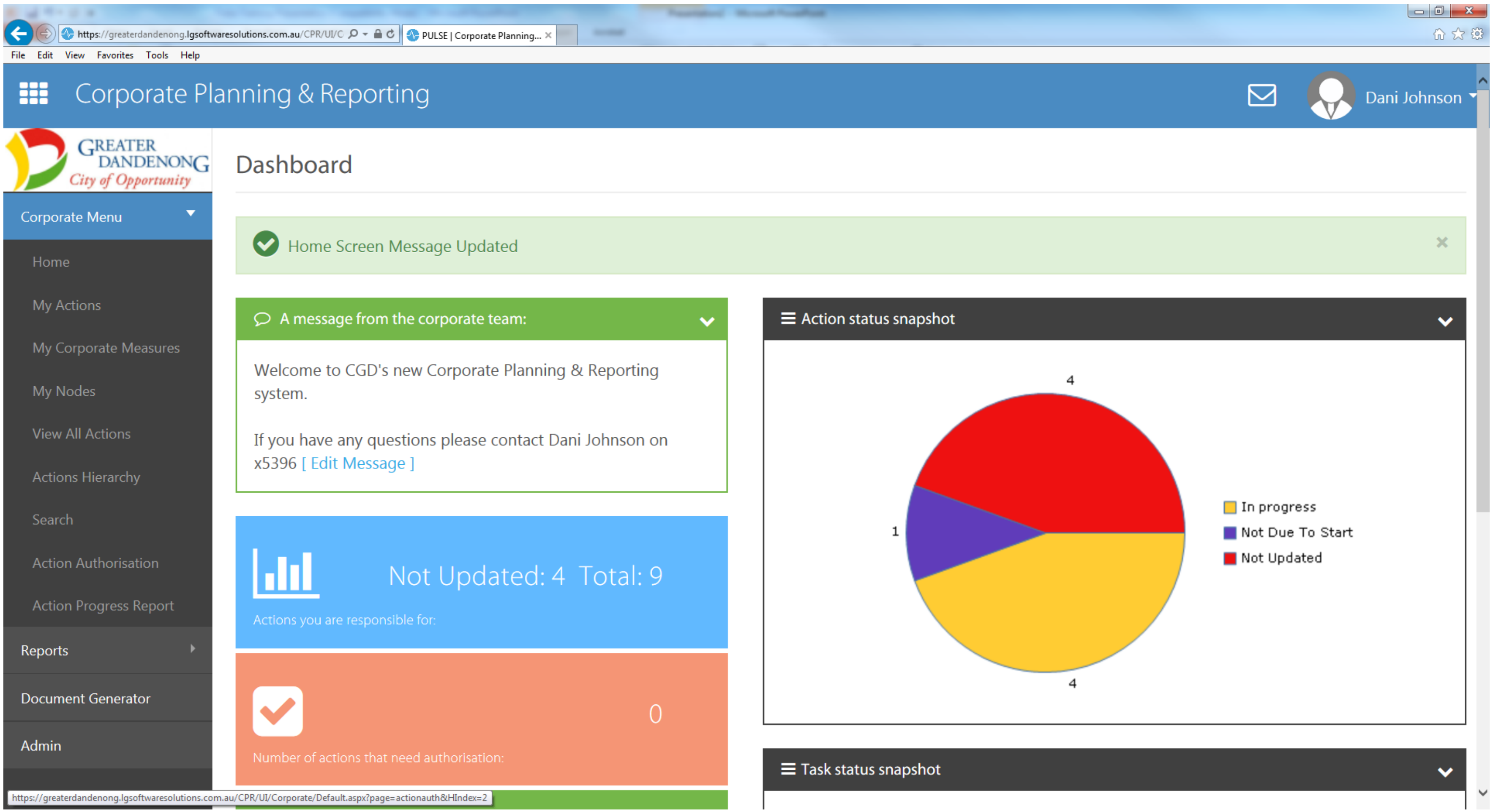
- **Corporate Planning and Reporting (CPR) dashboard** – used for Annual Plan initiatives (related to the Council Plan), business plan items, and actions which relate to organisational strategies
- **Reporting Framework dashboard** – used for reporting LGPRF indicators
- **Community Wellbeing Plan dashboard**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



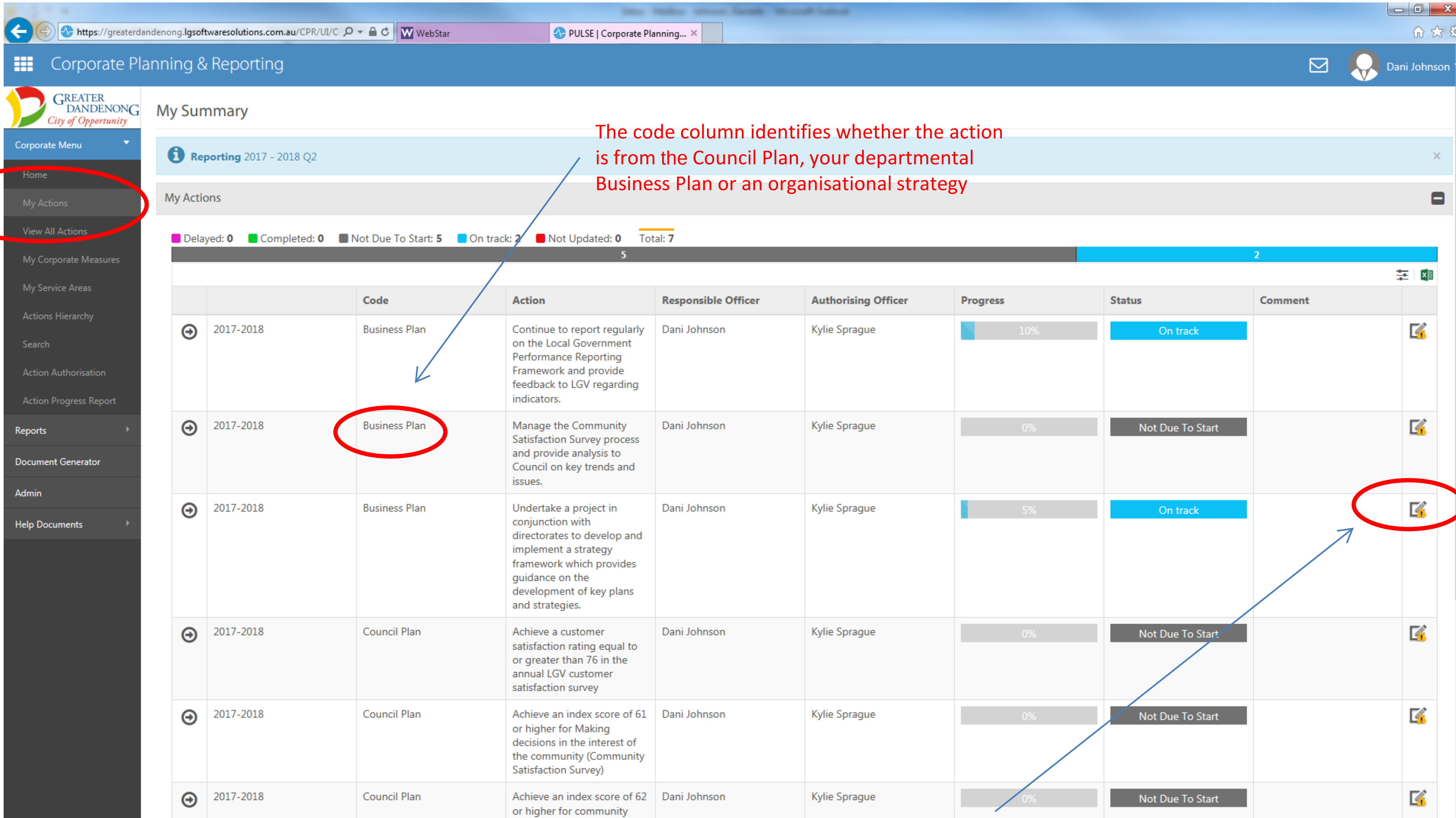
CPR

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.



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.

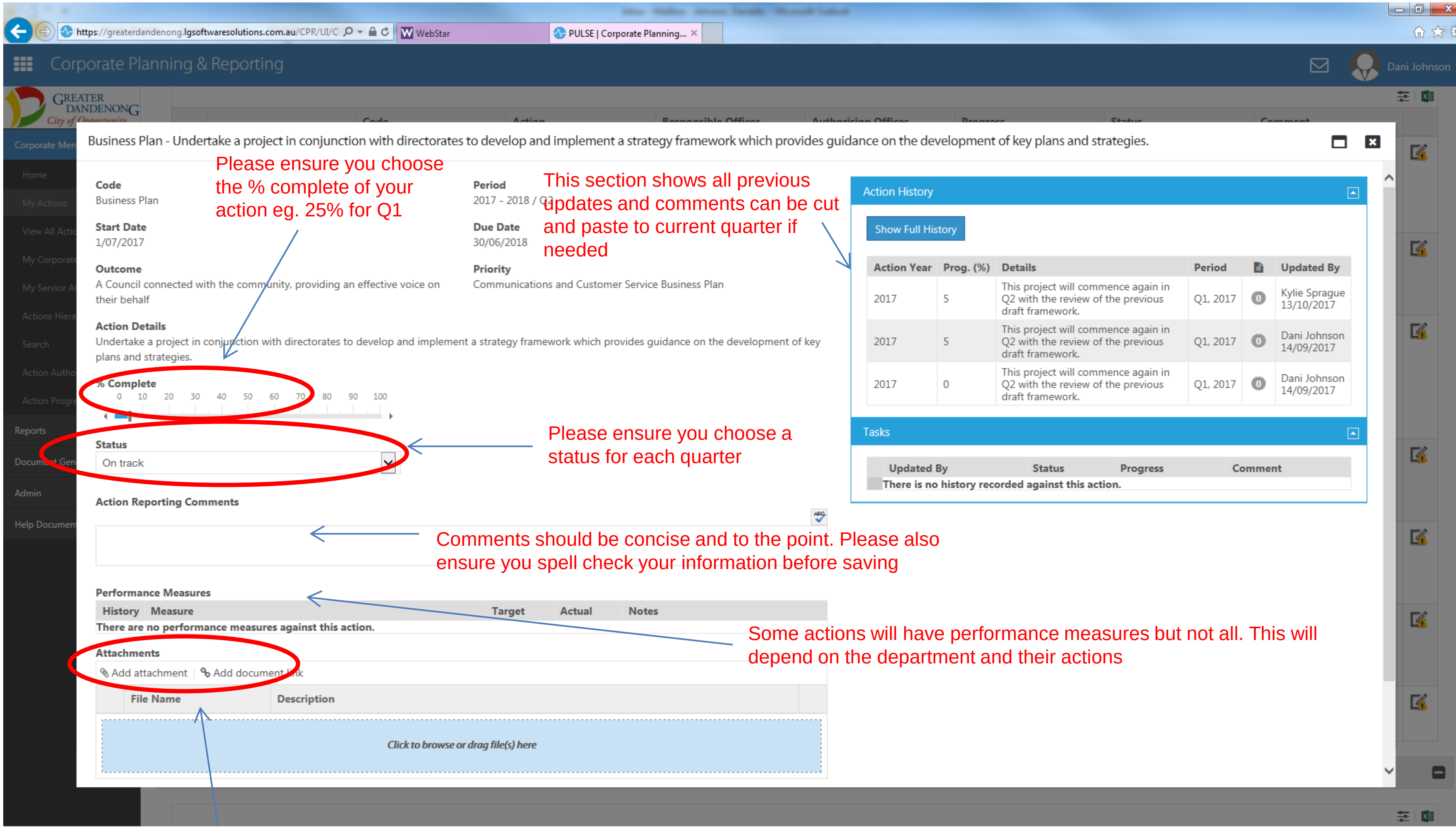


The code column identifies whether the action is from the Council Plan, your departmental Business Plan or an organisational strategy

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.



Please ensure you choose the % complete of your action eg. 25% for Q1

This section shows all previous updates and comments can be cut and paste to current quarter if needed

Please ensure you choose a status for each quarter

Comments should be concise and to the point. Please also ensure you spell check your information before saving

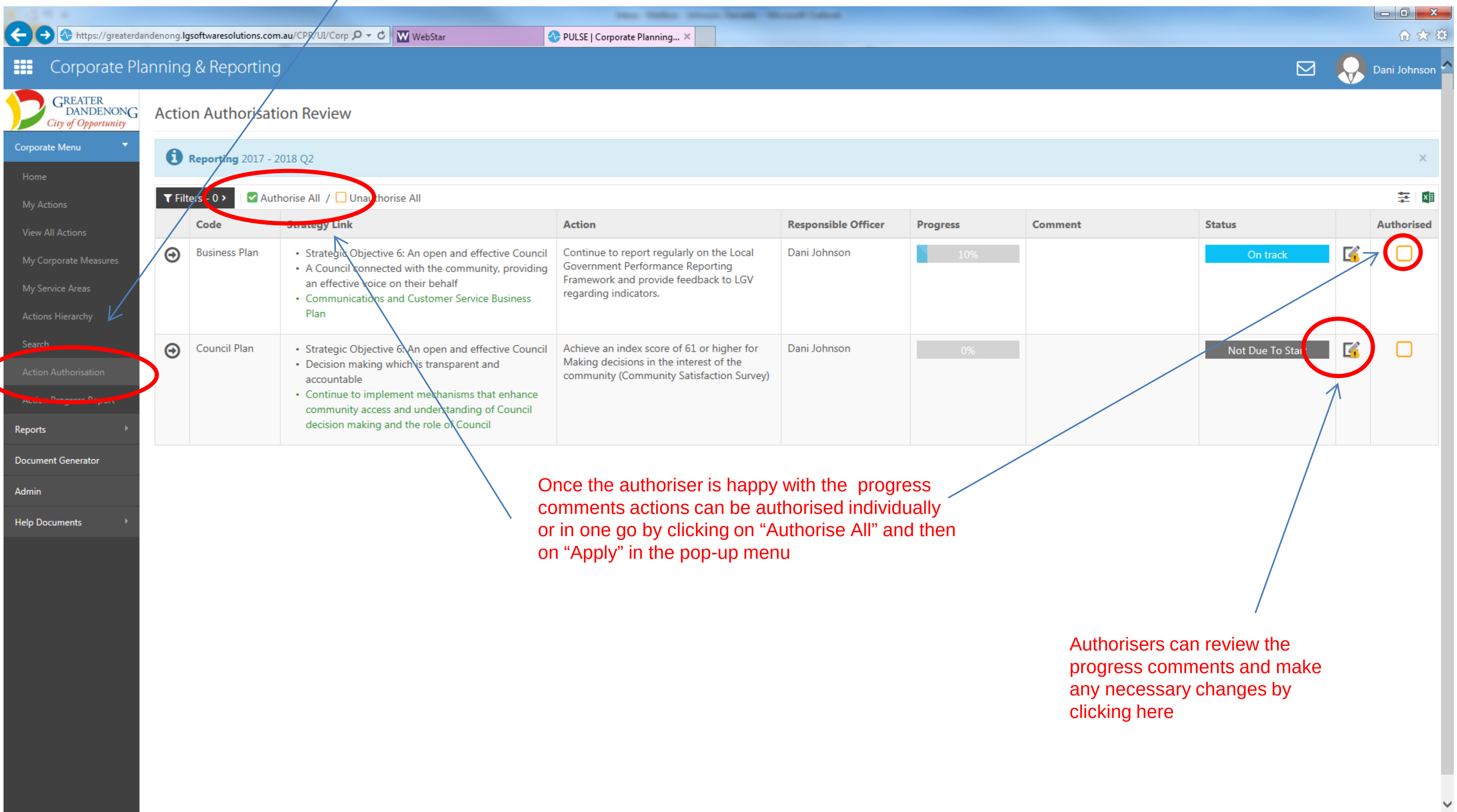
Some actions will have performance measures but not all. This will depend on the department and their actions

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

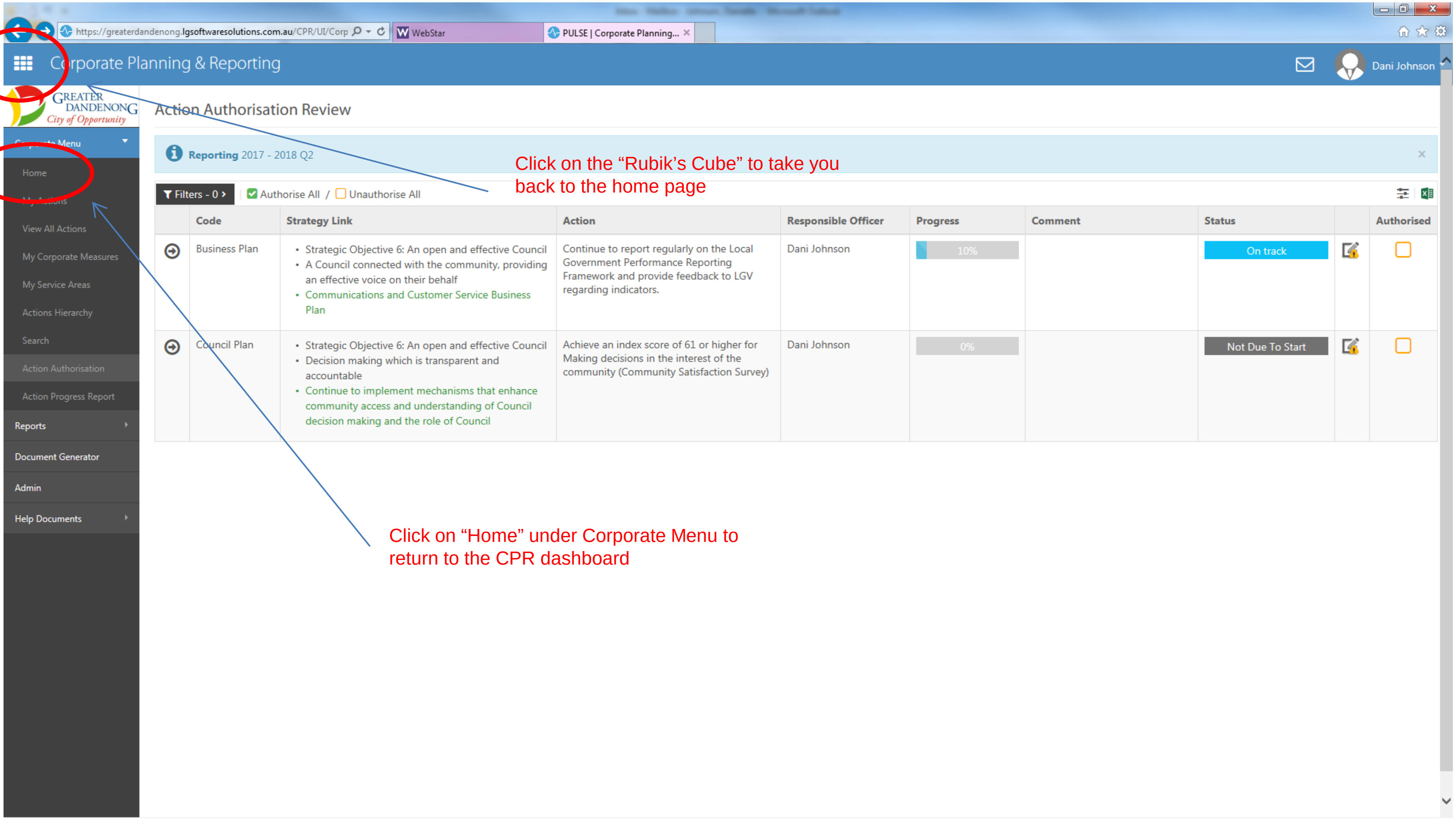
If you have actions to authorise these can be accessed from the orange box on the dashboard or by clicking on “Action Authorisation” in the Corporate Menu on the left hand side.



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

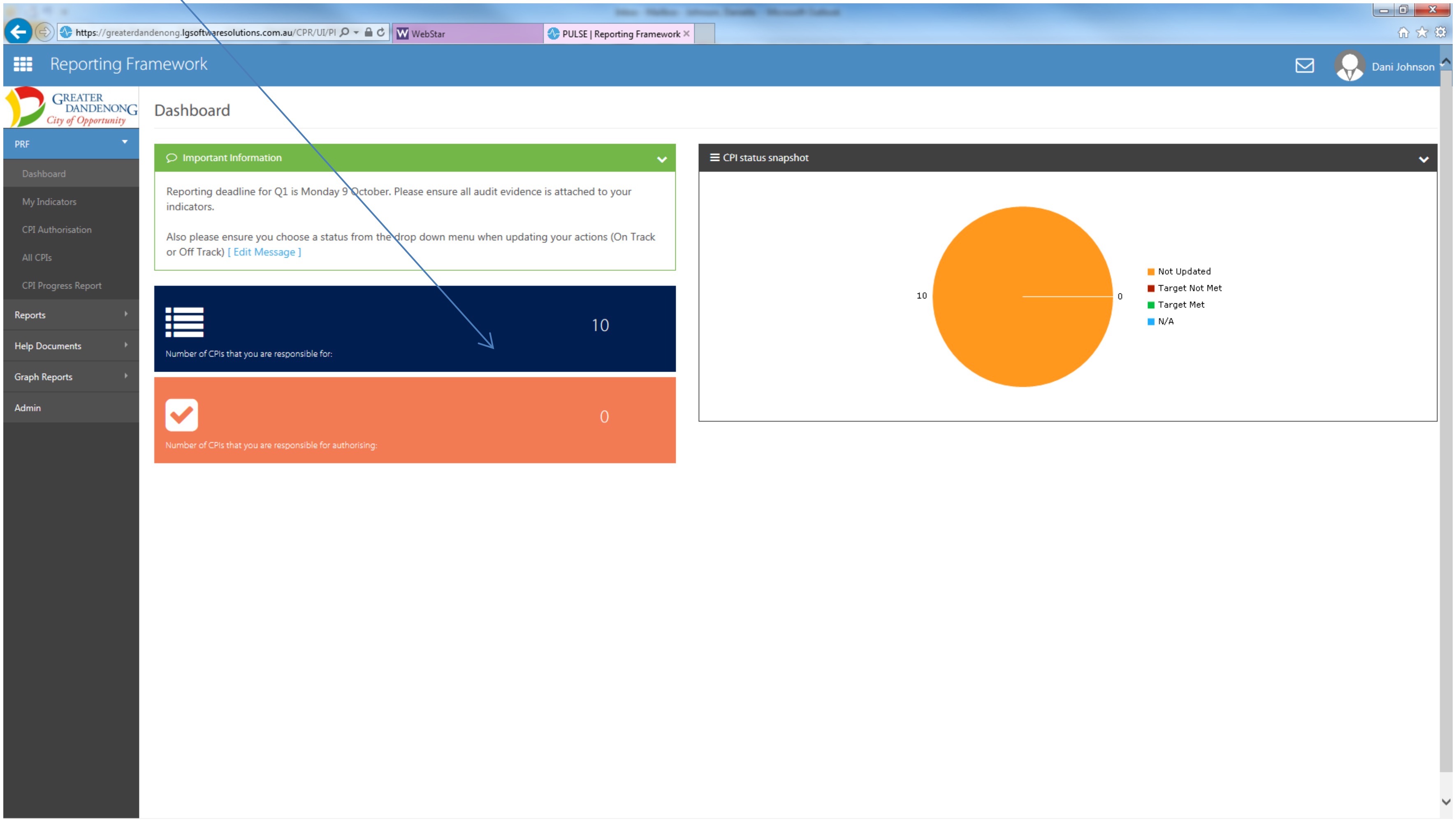
Authorisers can review the progress comments and make any necessary changes by clicking here

Returning to home screen and dashboards



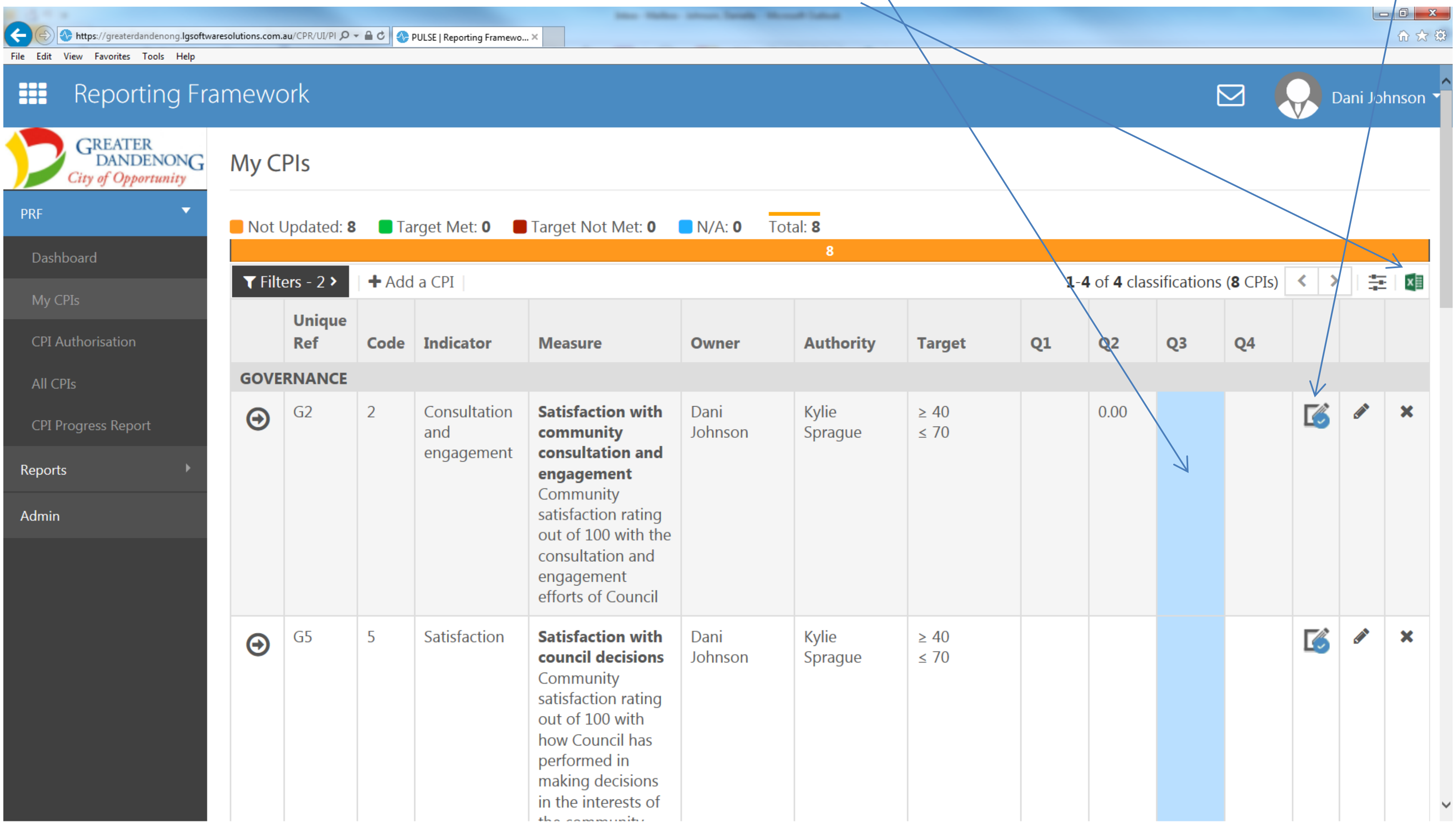
Reporting Framework

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

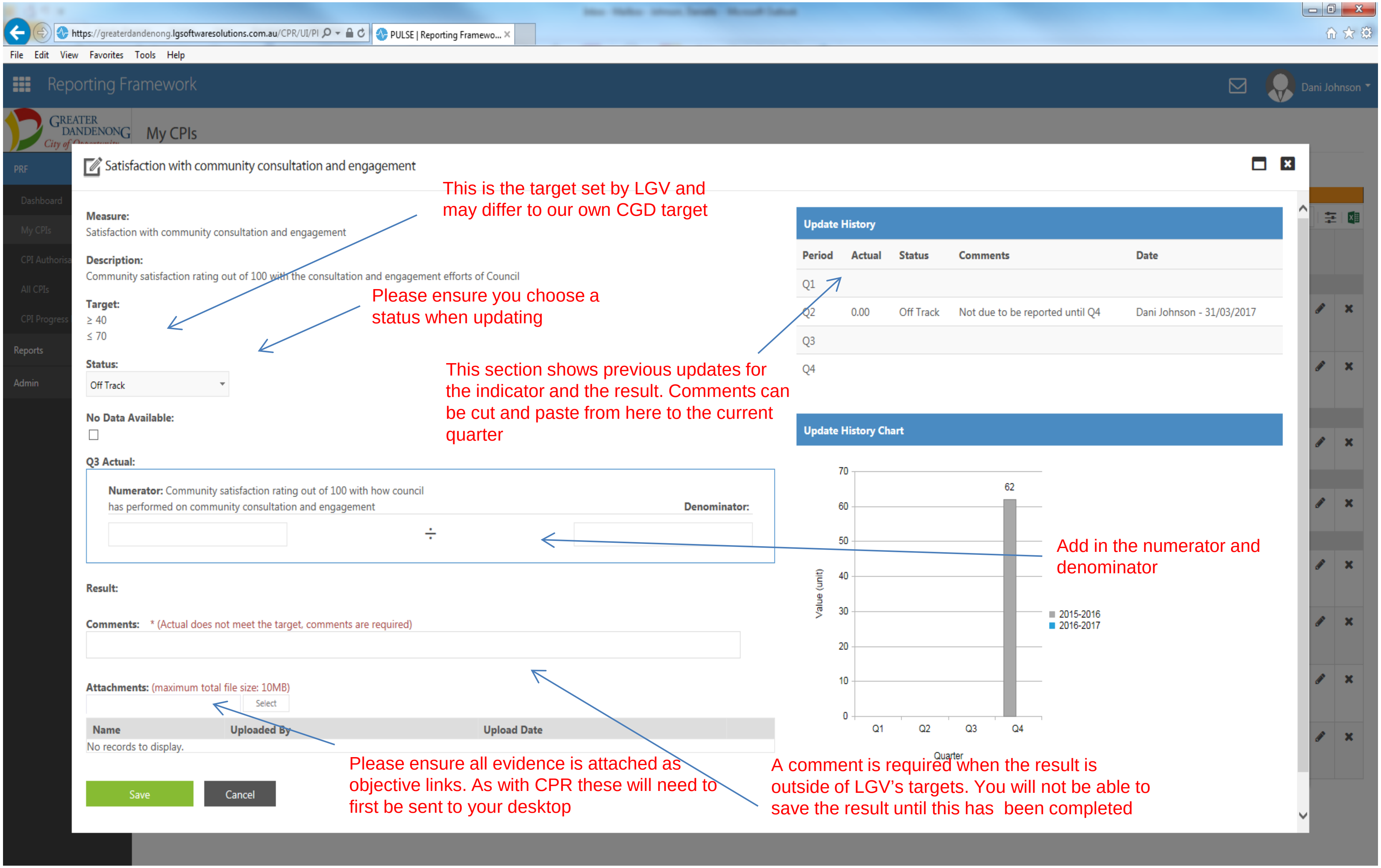


Updating indicators

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.

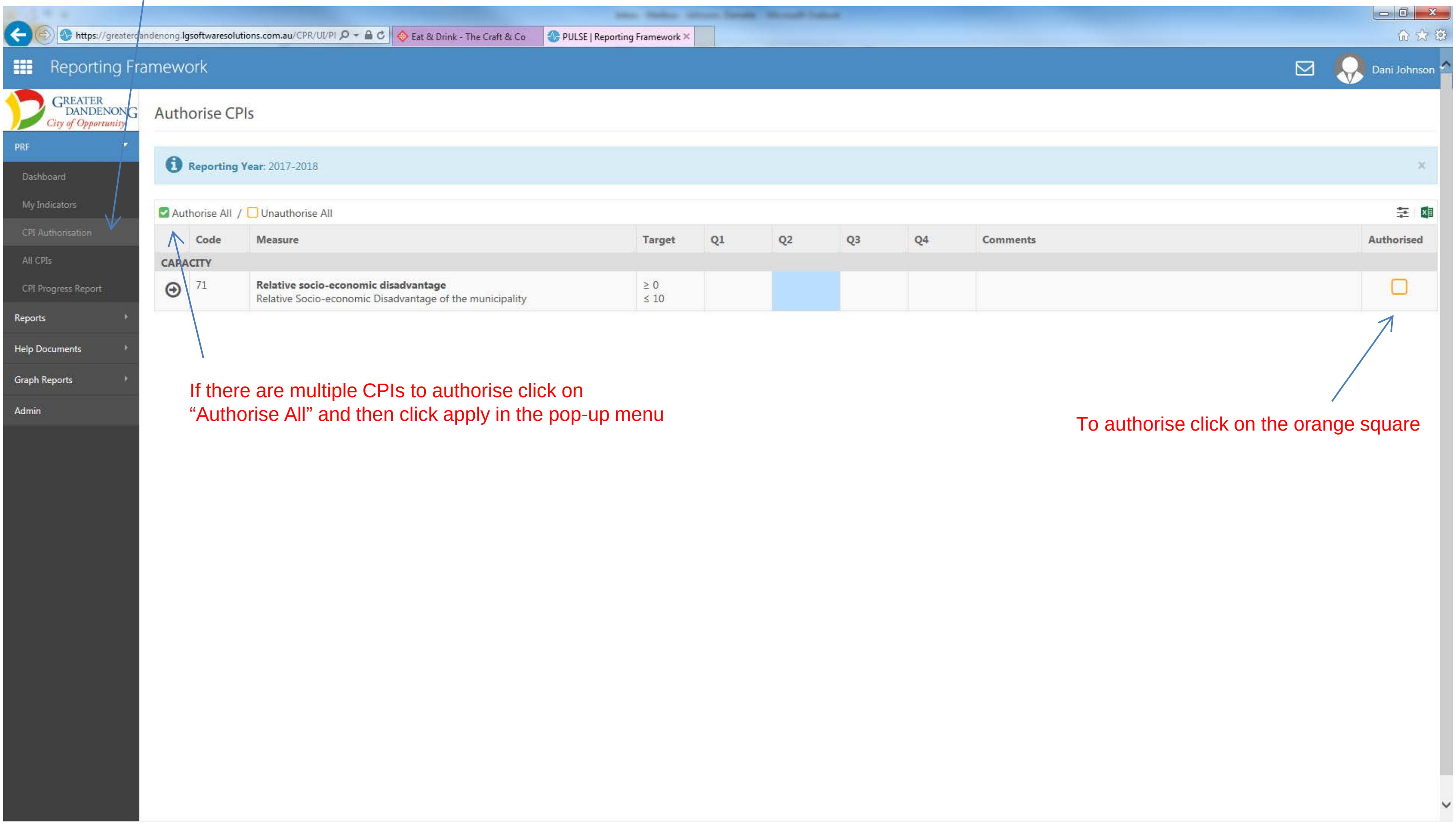


Updating indicators cont……



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



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.