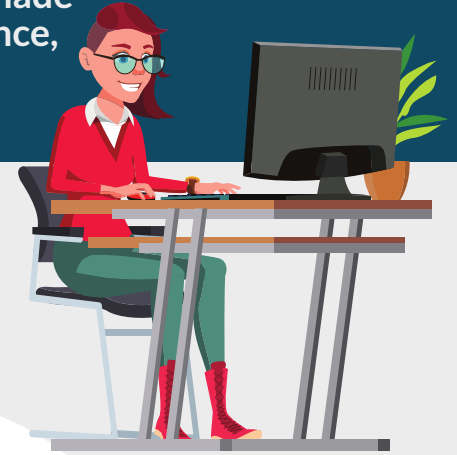


# MAKING THE PERFECT OPERATIONS TEAM ROSTER



A case study on how a 24 x 7 service desk team changed their approach to rostering and made things better for everyone including finance, team leads and the staff



## THE PROBLEM

### Spreadsheets and unhappy team members

Operations centers rely heavily on rostered staff. It was a challenge to balance everyone's preferences with a useable roster that kept service levels in place. Team leads used complicated spreadsheets with lots of lookups to make sure everyone did their hours. Managing leave and reporting to finance was complicated with all the different Enterprise Bargain Agreements and overtime calculations.

## MAKE IT FAIR

### Remove claims of bias, create better buy-in

CoRoster initially built rosters just with the roster rules. Gradually, as everyone got comfortable with the process, we changed things to rely more on employee preferences. To prevent people grabbing all the good shifts, our fairness test checked that everyone got a fair rotation. This was all automatic



## MAKE IT SIMPLE

### Start with company requirements

CoRoster starts by asking what your roster rules look like and we list them in plain English. We discuss things like rest breaks, skills, experience, full time vs casual, preferences for working over weekends and nights. Importantly we also discuss what's not working and what the ultimate roster would look like for you.

We come back to you with a proposal for your new automated roster, and suggested rules written out in steps for your approval.

## GROW WITH YOU

### Things change - and we can too

CoRoster built customized reports to match the overtime and locating calculations for the service desk team. These matched the internal codes used by finance so now building and reporting on rosters takes just one click.

Now that planning and reporting is automated and fair, the business has allowed even more staff choice over shifts. Staff are now working around family commitments, changing study schedules and even seasonal needs automatically. And no more spreadsheets!