



In this Edition

- GEMS Release 1 – A Successful Launch
- GEMS Help Desk – Help Them Help Us
- GEMS Tips for Release 1

Check out previous editions of GEMS Connect.

<http://jpa.gov.bn/gems/EN/downloads.htm>

A Welcoming Message from GEMS

The GEMS Team and their PMO Counterparts would like to extend a warm welcome to the newly appointed Chairman of the GEMS Implementation Working Group, Yang Mulia Awang Abdul Mutalib bin Pehin Orang Kaya Seri Setia Dato Paduka Haji Mohd Yusof the Deputy Permanent Secretary of the Prime Minister's Office.

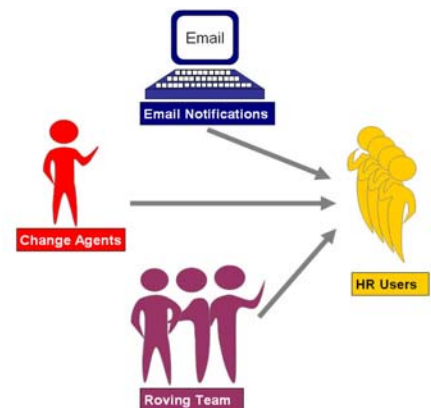


The Implementation Working Group is a decision making body that is responsible and accountable for the successful leadership, direction and management of the GEMS project. Find out more about the GEMS Implementation Working Group at [About GEMS: GEMS Project Leadership \(http://jpa.gov.bn/gems/EN/leadership.htm\)](http://jpa.gov.bn/gems/EN/leadership.htm).

GEMS Release 1 – A Successful Launch

The 16th April 2009 marked a significant milestone for the Public Service Department when it has successfully launched the first pilot release of GEMS to the Prime Minister's Office (including Energy Division) and its five departments. Prior to GEMS 'Go-Live' day, several key activities were taking place to ensure that we as HR Users have a smooth experience of GEMS in our actual work place. In this article we will learn what those key activities are and how they contributed to the successful launching of GEMS Release 1.

On 'Go-Live' day itself, HR Users in their respective departments needed to know what to do in their actual workplaces. Useful 'Go-Live' information such as how to change password and validate our personal information was effectively communicated through email notifications, announcements made by local Change Agents with the support of the GEMS Roving Team.



Find out more of the successful launching of GEMS first pilot release by going to [GEMS Release 1 – A Successful Launch \(http://jpa.gov.bn/gems/EN/Features_Bank/GEMS_R1-A_Successful_Launch.htm\)](http://jpa.gov.bn/gems/EN/Features_Bank/GEMS_R1-A_Successful_Launch.htm)



GEMS Help Desk – Help Them to Help Us

The GEMS Help Desk consists of staffs that were trained to help in solving problems that might be encountered by GEMS users. We can call them at **238 2407** during normal working hours or send an email to gems.helpdesk@psd.gov.bn about the problems encountered in GEMS. Provided below are useful information about what to do before calling or emailing the Help Desk, the Help Desk service scope, their operation hours and some communication tips that we can use whenever we call or email them.

Check with Local Trainer’s Network

Trainers Network members act as local Subject Matter Experts (SMEs) in our department therefore it is good practice to check our problems with them before calling or emailing the Help Desk. Find out more about our local Trainers Network by going to [GEMS Trainers Network – Enabling Us With GEMS](http://jpa.gov.bn/gems/EN/Features_Bank/GEMS_Trainers_Network.htm) (http://jpa.gov.bn/gems/EN/Features_Bank/GEMS_Trainers_Network.htm).

GEMS Help Desk Service Scope

What they can help us with	What they cannot help us with
<ul style="list-style-type: none"> • Resetting forgotten passwords <ul style="list-style-type: none"> ◦ The GEMS Help Desk will liaise with a GEMS administrator to reset our password • Providing guidance on how to navigate through GEMS and advice on relevant process workflows • Escalating any technical problems encountered to the right people to handle • Escalating any issues with regards to policies and/or processes to the right governing body 	<ul style="list-style-type: none"> • Solving internet connectivity such as slow connection due to heavy traffic in the internal network • Solving no connectivity due to the server being down • Fixing desktop computers and/or laptops problem that does not comply with GEMS technical requirements

Operational Hours

Normal working days from 7.45am to 4.30pm except for Fridays, Sundays and Public Holidays.

Inquiry Communication Tips

Whether we are making a call or emailing the Help Desk team, we should have our User Information and Problem Information prepared to make the inquiry clear, comprehensive and complete.

User Information

Name - Provide them with a name and how we would like to be addressed

GEMS Role - Tell them what our role is in GEMS (Eg. HR User, HR Authority Approver or Self Service User)

Work Location - Tell them where we are from (Eg. Public Service Department or Audit Department)

Contact Number - Provide them with details on how they can contact us in the future

Email Address – Give them an email address that they can use to communicate with us

User ID Number - Let them know what our User ID is for recording purposes. **(Note : Never reveal our personal password.)**

Problem Information

Problem Title : Summarize the problem with a quick title so our Help Desk team can quickly understand the situation at hand. (Eg. Unable to Save Personal Information)

Problem Description : Describe the situation of problem and provide a reason of why it is a problem whenever possible.





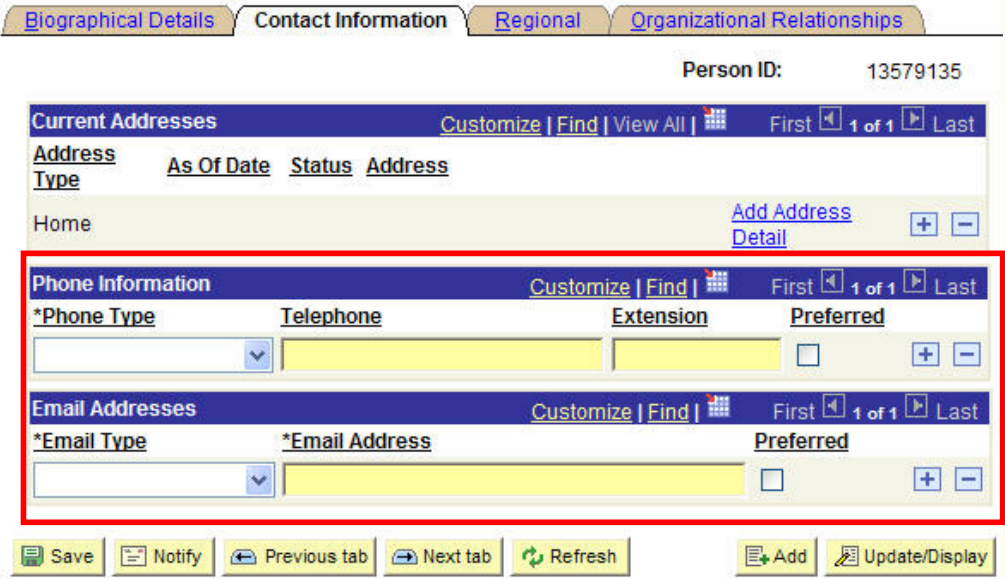
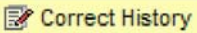
Check out more tips by going to [GEMS Help Desk – Help Them to Help Us](http://jpa.gov.bn/gems/EN/Features_Bank/GEMS_Help_Desk.htm) (http://jpa.gov.bn/gems/EN/Features_Bank/GEMS_Help_Desk.htm)

Visit the GEMS Information website at <http://www.jpa.gov.bn/gems>



GEMS Tips for Release 1

As HR Users, we should now be transitioning some of our work into GEMS. This useful article provides us with some general tips that we can use to ease our daily work when using GEMS.

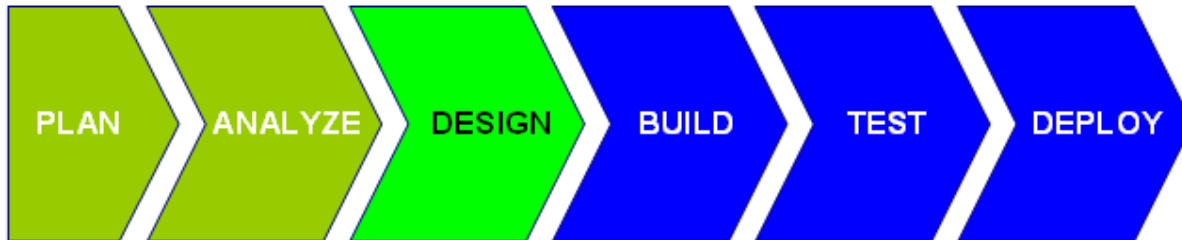
Applicable To	Tip No.	GEMS Tips
All Users	Tip 1	When updating editing our personal information, we can find a yellow button labeled Change [Personal Information] e.g. 
	Tip 2	Use the calendar feature whenever we would like to set a date by clicking on the Calendar icon  . This action will bring up a pop-up calendar that we can use to choose a date.
	Tip 3	Click the Search icon  to bring up a pop-up list where we can select the appropriate information.
HR Security Administrators	Tip 4	When we want to deactivate a user profile, we must remember to never delete any User Profiles in the system as this will delete all the access of the staff. It is always better to deactivate the account instead.
HR Specialists	Tip 5	As a HR Specialist, when we want to add more than one phone number and/or email address for a new staff, we can click on the  sign. This will create an additional row for us to input those details. 
	Tip 6	When updating information for a staff, always click on the  sign before updating any information.

View an electronic copy of this by going to [GEMS Tips for Release 1](http://www.jpa.gov.bn/gems/EN/Features_Bank/GEMS_Help_Desk.htm) (http://www.jpa.gov.bn/gems/EN/Features_Bank/GEMS_Help_Desk.htm)



Where is GEMS Now?

Project Progress for Release 2



In this month, the GEMS team members who have been focusing on Release 2 modules are reaching the end of the **DESIGN** phase. In this phase, the GEMS team uses the agreed requirements to define how the standard configuration, customized components and overall technical architecture will be structured in GEMS. Once this phase is completed, the team will enter the next stage using the designs as a guideline when building the rest of the functional modules of the second release for GEMS.

Meanwhile a GEMS Road Show will be touring across all R1 (Release 1) sites where Self-Service Users will have the opportunity to know more about GEMS and collect their Username and Password letters for their newly created account.

Find out more of the project progress for **May 2009** (<http://jpa.gov.bn/gems/EN/progress.htm>)

GEMS Latest FAQs

Do you have any questions about GEMS? Do you have any suggestions about the GEMS? Email them to gems@psd.gov.bn. Your questions will be answered, published in the next edition of GEMS Connect and made available in the website.