

Business World

Staff update



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We are pleased to announce that Business World is live and you can now access the system from the icon on your desktop if you are on the Council Network and have access to IT.

How to get in to Business World

If you are set up on the Council Admin IT network you will have the following icon on your desktop. To access Business World all that is required is to click on this and you are in.



The set-up of Business World means that by signing into the Council Network you will be automatically logged in so you do not need to be issued with an ID or Password to use the system.

Getting help and support

There are a number of ways that you can find out more about Business World and get help and support if you need it.

1. Training

All staff who require classroom training have been identified and their training is now almost complete. For all other staff, there is a range of e-learning modules on [SBLearn](#) which will help you find out more about the system. These modules should be the first place you look for answers.

2. Business World Workplace Champions

Business World Office Champions have been identified for each service. If they have not made themselves known to you, just ask around as they are available in all departments and will do their best to help with your query.

3. Business World helpline | 01835 825123

Your next step is the Business World helpline which is being manned by staff with a more detailed understanding of the new system for the first few weeks following go-live. If they are unable to answer your query, they will escalate your query to the Hypercare Team who will then contact you directly.

Please note that the above support is available for **Business World questions only**.

- Any queries relating to your pay, personal details, HR issues etc. should be directed to the appropriate mailbox.
- Issues that relate to your IT equipment should be directed to:
SBCServiceDesk@CGI.com
- Enquiries relating to payments to our suppliers should now be directed to Payment Services at apqueries@scotborders.gov.uk or via the lync telephone line.
- New suppliers can be requested through a new form available within Business World. Requests should therefore no longer be emailed directly to apqueries.
- If you are a budget holder and you require specific support around financial management, contact your Finance Business Partner as they will continue to support you with a gradual move towards the shift in financial responsibilities.

What can you do today?

Following the presence of the Business World Icon on your computer desktop, users will be able to undertake key self-service activities within Business World:

- submit an expense claim for approval
- submit training requests for approval
- update their personal details
- raise a purchase requisition for a good or service for approval
- goods (and service) receipt a purchase order

As the implementation continues other functionality will be made available.

Until this additional functionality is available within Business World you should **continue to submit timesheets and annual leave requests in the same manner as you do currently.**

Remember

- If you manage staff with no IT access, can you please ensure that they get access to this update and where to find [previous versions](#).
- You can also find out more at: www.scotborders.gov.uk/BusinessWorld where you can see how the system is going to look and [check out our FAQs](#), which are updated regularly.

Regards,
Business World Project Team

w: www.scotborders.gov.uk/businessworld
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