In addition to the Change Impact Statement, this Frequently Asked Questions (FAQs) sheet provides employees with answers to some commonly asked questions.

	Question	Response
1.	What is UKG Dimensions?	• UKG (Ultimate Kronos Group) Dimensions is the latest cloud based rostering and timekeeping system.
2.	Why are we changing Kronos?	• UKG Dimensions is replacing Monash Health's current version of Kronos. Monash Health is on an old version of Kronos which has limitations in its functionality and ongoing support.
3.	Who has been consulted in the roll out of this new tool?	• The UKG and Monash Health project team have been working with subject matter experts across all business roles/teams.
4.	When will it go live?	• Go live will depend on the area and award that you work in, the duration of your roster and the pay run. The project is aiming to transition all employees across to UKG Dimensions by early 2022.
5.	How will I record the times I worked	• Depending where you work, some employees will punch in/out using the existing UKG self-service devices, from their mobile device, and others will be paid from the schedule.
6.	How will I pick up an open shift?	• Just like in the current version of Kronos, employees will be able to see and request open shifts. • UKG Dimensions also brings with it some new functionality called the "call list", which will be used by managers across several business teams to send electronic open shift notifications to employees.
7.	How do I inform my Manager of my availability?	• UKG Dimensions has an intuitive calendar where employees can add/change their availability. • This gives the employee the flexibility to provide their most up to date information and also provides the manager with the most relevant data to complete a roster.
8.	How do I swap a shift?	• Employees can search from any mobile device or desktop application for an appropriate colleague (based on their availability and skill) to swap shifts with. • Shift swaps are sent to the manager for approval.
9.	How do I (as a manager) build a roster/schedule?	• Schedules will be built based on the business requirements from individual teams. • UKG Dimensions has some new functionality called the "schedule generator" that will be used to speed up the scheduling process.
10.	How do I enter a leave request?	• Entering leave requests will be very similar to the current system, and available from all electronic devices.
11.	What happens to my existing leave requests?	• The project team are working closely with UKG to move across all existing approved leave requests.
12.	How will I be trained?	• Training will be provided through active tutorials on Latte, quick reference guides and videos on a dedicated UKG Dimensions website. • Champions will receive dedicated seminar training.
13.	Who will provide support?	• Managers will provide support to employees and Champions will provide support to managers. • There will be a UKG Dimensions Microsoft Teams channel. • For those more difficult questions, the Champions will be supported by the Monash Health Dimensions Admin Team.
14.	Will Dimensions be replacing ShiftMatch?	• Dimensions will replace the open shift process for pool, part-time and casual employees. Agency staff will still be assigned to shifts via ShiftMatch.
15.	What reports will be available?	• The most commonly used reports from the current Kronos system, ShiftMatch as well as the Genies, will be recreated in Dimensions.

Glossary

Availability	The ability for employees to electronically change their availability or unavailability in UKG Dimensions. Managers will be able to see (and if necessary manually change) this information on the Schedule planner.
Employee requests	Shift swaps, availability changes, request to cover, leave, request open shift
Open shifts	Vacant shifts
Request open shift	In UKG Dimensions employees can see and request the open shifts available to them.
Scheduling	Rostering
Shift Swaps	Functionality for an employee to search in UKG Dimensions for an appropriate (based on availability and skill) employee to swap their shift with. The receiving employee may accept or refuse the shift swap request. The manager will need to approve the shift swap.
Skill	The skill required to work a shift. The skill can be associated to a shift/shift template in UKG Dimensions. The skills assigned to an individual employee.