OrgPlus Enterprise

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What are the benefits of online organisational charts?

OrgPlus Enterprise provides the University of Newcastle with standard and up-to-date organisational charts which will reduce the need for business areas to create and maintain their own charts in MS Word and Visio documents etc. OrgPlus online organisational charts enable staff to understand University reporting lines and managers to ensure the integrity of staff data stored in Alesco, HR Information System.

Who has access to OrgPlus?

All staff can access OrgPlus Enterprise online organisational charts via a secure link located on the Human Resource Services web page. If you are experiencing difficulty accessing the application, please contact 17TripleZero IT Service Desk.

Why doesn't my name does not appear on the online organisational charts?

At this time, casual, conjoint and affiliate staff do not appear on the organisational charts. If you are a permanent full-time or part-time staff member but you do not appear on the charts, contact the HR Officer for your area.

What should I do if my contact details and physical location displayed in OrgPlus are incorrect?

Staff contact details and location fields in OrgPlus are populated by data stored in our Alesco, HR Information System and not the Web Staff Directory. If your contact and location details are incorrect, please inform the HR Officer for your area.

Why are some staff members' position titles incomplete on the charts?

In some boxes, a staff member's complete position title is not displayed i.e. box displays 'John Smith, Director' when it should be 'John Smith, Director, Marketing & Public Relations'. This issue will be resolved at a later date. The user will need to select the box of the staff member in order to display the complete position title.

I don't report to that staff member? Why is OrgPlus showing that I do?

Some staff may report daily to another member in their unit but this is not reflected on the charts. There may be a valid reason for this i.e. you may be required to seek leave approval or workload allocation from an office manager rather than the manager you officially report to. If you have queries relating to reporting lines please contact the HR Officer for your area.

What should I do if the text in the boxes is not clear?

Users need to ensure their screen resolution is set to at least 1024 x 768. OrgPlus Administrator recommends users set resolution at 1280 x 1024 (Windows XP users go to Start/Control Panel/Display/Settings). If you require assistance please contact 17TripleZero IT Service Desk.

How do I search within OrgPlus?

The user is able to search for staff or charts via the 'Explore' or 'Directory' tabs. Users are able to search for staff members on the charts by name, or other attributes such as position title or location i.e. business unit. Users can also search for charts by division, faculty, school or unit.

Some boxes are greyed out within OrgPlus and display 'See Active Role'. What does this indicate?

'See Active Role' typically indicates that a staff member is not currently occupying that position and has been seconded to another position. A callout icon in the bottom right hand corner of the box reveals the name of the staff member's manager for their other position 'Also reports to'; the user is able to click on the link to locate them in their other role.

Why are there callout icons on some boxes within OrgPlus and not others?

A lone callout icon on a white box which displays 'Also reports to' typically indicates that a staff member has been seconded to that position; the user is able to click on the link to locate their substantive role.

How do I return to the top level organisational chart within OrgPlus?

The user is able to select the 'Home' link displayed on the menu bar above the 'Bookmarks' tab to navigate back to the top level organisational chart within OrgPlus. Alternatively, the user can select 'Bookmarks' tab and then 'Top of Org Chart'.

How do I locate a faculty or division chart within OrgPlus?

The user is able to select the 'Bookmarks' tab to the right of the chart window and select the relevant faculty or division chart they wish to view. Alternatively, the user can select the 'Explore' or 'Directory' tab and search by faculty or division.

How can I improve printing quality when printing charts from OrgPlus?

Printing quality is superior when printing Level 1 charts compared to Level 3, 4 & 5 charts, due to chart behaviour within the application. User is advised to print preview and check printer settings before printing. Printing issues may be resolved in future releases of OrgPlus Enterprise. If you require assistance, please contact 17TripleZero IT Service Desk.

How often is the data in OrgPlus refreshed?

OrgPlus Enterprise data is refreshed twice per day, the information is extracted from Alesco, HR Information System.

Does the Directory within OrgPlus replace the Web Staff Directory?

No. Staff contact details will be visible in OrgPlus Enterprise, however the application is not a replacement for the current Staff Web Directory and does not mirror its data. Staff contact details within OrgPlus Enterprise are populated by data currently available in Alesco, HR Information System. It is the intention of HR Information Services that in the future, staff will have the ability to update their own contact details via HR Online which will populate data fields in both the Web Staff Directory and OrgPlus Enterprise.

Can I recommend an enhancement to the OrgPlus system?

The business can only make modifications within the limits of the application's functionality, often existing issues are resolved when a new version of the product is released. However, if deemed essential by the business the application may be configured to meet University specific requirements. If you have a suggestion please contact 17TripleZero IT Service Desk and they will forward your comments to the OrgPlus Administrator within HR Information Services.