



Workforce Business Systems Programme

SSTS Management Standard Operating Procedure

Setting Up New Roster Locations, Closing Rosters, and Managing Workload Tools Access within SSTS

Version Control

Version	Drafted By	Reason for Update	Reviewed By	Date
V0.1	J O'Connor	New	WBS MDT	May 26
V0.2	J O'Connor	Changes suggested by MDT	WBS CRUG	24/6/26
V0.3	J O'Connor	Changes suggested by CRUG	HJ	29/6/26
V0.4	H Jackson	Review against CRUG Notes	J O'Connor	14/07/26
V0.5	J O'Connor	Changes suggested by HJ	WBS CRUG	22/07/26
V0.6	S McNairn	Changes suggested by CRUG		24/07/26



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Purpose

This procedure sets out a standard approach to creating, closing and managing roster locations in SSTS. It supports alignment, where possible, with organisational cost centres and budget structures to ensure a controlled, auditable and financially robust process. It also aligns with requirements for preparing migration from Optima to SSTS as part of the WBS Programme, while maintaining requirements to meet HCSSA, especially in support of Staffing Level Tools.

Scope

This SOP applies to all staff who request or process the creation, closure or access of roster locations in SSTS and associated staffing level tools. It supports a consistent and controlled approach across all related activities.

Process Approval Governance

To ensure appropriate governance and confirm all roster locations in SSTS are necessary, properly authorised and aligned with organisational structures:

- Support accurate workforce management, financial accountability and reporting, including alignment with cost centres and budget frameworks.
- Maintain system integrity, consistency and auditability.
- Support Workforce Staffing Level Tool management where appropriate.

Who can request

- Requests to create, close or access rosters must be submitted by a suitable authoriser, typically a Service Manager, Lead Nurse or equivalent.
- All requests must clearly state the service, location and responsible budget holder.

When requests should be made

- **Creation:** When a new service is being established, an existing service is being redesigned, or there is a clear operational need.
- **Closure:** When a service is closing; when roster locations are no longer needed, duplicated or no longer aligned with current service structures; or when a roster requires temporary closure, eg. for short-term wards.

What checks are undertaken (assurance and controls)

The service requesting a roster opening or closure will:

- Verify alignment with cost centres and budget structures.

Centre of Rostering Excellence (CORE) team on receiving the request will:

- Verify alignment with cost centres and budget structures.
- Check for duplicate or existing roster locations.

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Access to SSTS, which is necessary for completing Workforce Staffing Level Tools for some Nursing, Midwifery and ED Medics, can be requested either for an individual or for an entire roster. This is helpful when preparing to enter data for the Tool Run.

[Workload Tools User Form \(Full Roster\)](#)

[Workload Tools User Form \(Individual\)](#)

Once completed, the form should be submitted ggc.sststeam.generic@nhs.scot **

The SSTS Team will review the request, check that the requested access level is suitable, and set up the necessary permissions within SSTS. They will also review current access to ensure it is still appropriate; if any issues arise, they will contact the end user or manager for clarification. Where any 'X' areas are assigned to the user profile, these will be removed. Once access has been taken away user will no longer be able to view the 'X' out roster.

You will receive confirmation once your access has been approved.

Approval and audit

- All changes will be recorded to ensure a **clear audit trail**.
- Periodic reviews will be undertaken by CORE to ensure roster locations remain **accurate, active and aligned to organisational structures** and support future migration to Optima eRostering.

***The process's mentioned will move to the ServiceNow system in the future, where all Roster Location Requests & Access requests will be submitted, managed, and tracked centrally.*

Temporary reactivation of an 'X' out roster

Where temporary reactivation of an 'X' out roster is required to support Workload Tools activity, a request must be submitted to the SSTS Team via email. Once request has been received, the SSTS Team will pre-fix the roster with a 'T' for the duration of the Workload Tool activity and grant temporary access permissions to the required staff.

Upon completion of the Workload Tool activity and related reporting, the SSTS Team will deactivate the roster, revert it back to an 'X' out status and remove the temporary access recently granted to prevent data extracts from irrelevant areas.

HIS Staff Access

We have now received details from the National Support Team of the HIS staff who currently have access to our local areas. Their access has now been updated to now not include 'X' out rosters.