



JourneyX Equality Impact Assessment

Before carrying out EqIA, you should familiarise yourself with the University's EqIA Policy Statement and Guidance and Checklist Notes, and undertake our online training on Equality and Diversity and EqIA. These, along with further information and resources, are available at www.ed.ac.uk/schools-departments/equality-diversity/impact-assessment

EqIA covers policies, provisions, criteria, functions, practices and activities, including decisions and the delivery of services, but will be referred to as 'policy/practice' hereinafter.

A. Policy/Practice (name or brief description):

JourneyX—employee time and expenses tracking software

JourneyX is used by Information Services staff members in multiple Directorates. It is mandatory in EDINA, but not for staff members in other Directorates.

JourneyX is employed by managers to track the time and expenses of their employees for the purposes of resource planning. JourneyX is a web-based and independent platform with no special add-ins, so users can simply log in via their browser. It is not currently available on mobile devices.

JourneyX did not replace any existing system, but was purchased as a new tool for tracking time and expenses of project team members.

B. Reason for Equality Impact Assessment (Mark **yes against the applicable reason):**

- Proposed new policy/practice
- Proposed change to an existing policy/practice
- Undertaking a review of an existing policy/practice YES**
- Other (please state):

C. Person responsible for the policy area or practice:

Name: **Alex Carter**

Job title: **Head of Service Management**

School/service/unit: **Applications Directorate, Information Services Group**

D. An Impact Assessment should be carried out if any of the following apply to the policy/practice, if it:

- affects primary or high level functions of the University YES**
- is relevant to the promotion of equality (in terms of the Public Sector Equality Duty 'needs' as set out in the Policy and Guidance)? YES**
- It is one which interested parties could reasonably expect the University to have carried out an EqIA? YES**

E. Equality Groups

To which equality groups is the policy/practice relevant and why? (add notes against the following applicable equality group/s)

- Age
- Disability
- race (including ethnicity and nationality)
- religion or belief
- sex
- sexual orientation
- gender reassignment
- pregnancy and maternity
- marriage or civil partnership¹

JourneyX is used by Information Services staff members in multiple Directorates. It is mandatory in EDINA, but not for staff members in other Directorates.

We feel that the protected characteristics of disability and race are most likely to be impacted. JourneyX must be accessible to disabled users in line with the Web Content Accessibility Guidelines version 2 AA standards (<https://www.w3.org/TR/WCAG20/>) including compatibility with assistive technology. In terms of race, the interfaces are only available in English, but as English is the main teaching language of the university, we believe this will not lead to any disadvantage.

JourneyX is structured in such a way that only people with authorized access could view certain data. More specifically, managers can only see the employee number, full names, and pay rates of employees who work directly under them in order to improve project planning practices. This mitigates any privacy concerns that may arise about widespread dissemination of private information. One may be concerned that service requests in JourneyX are not anonymised, which may lead to unconscious bias on the basis of race and gender (in cases where a person's name might lead to assumptions about their race or gender), or socioeconomic status (in cases where a person's pay rate might lead to assumptions about their socioeconomic status). However, the impact of unconscious bias is mitigated by the fact that all university staff members are required to go through unconscious bias and equality and diversity training.

Add notes against the following applicable statements:

- On any available information about the needs of relevant equality groups: **Users are able to submit feedback for JourneyX via Unidesk, the University's feedback collection service. Since introducing JourneyX to EDINA, we have also hosted several working groups and workshops, and actively encouraged feedback to ensure buy-in and a positive user experience. The main concerns raised have concerned data encryption, which is currently being addressed through the compliance project in IS Apps. We have not received any feedback related specifically to equality and diversity concerns.**

Also, the Information Services Disability Information Officer has tested the interface in accordance with the Web Content Accessibility Guidelines version 2, including checking the systems for compatibility with assistive technology and any areas for improvement have been noted and are being dealt with accordingly.

- Any gaps in evidence/insufficient information to properly assess the policy, and how this be will be addressed:

¹ Note: only the duty to eliminate discrimination applies to marriage and civil partnership. There is no need to have regard to advancing equality or opportunity or fostering good relations in this respect.

At present, we feel we have enough evidence to proceed. We will monitor feedback we collect for any positive and negative effects.

- If application of this policy/practice leads to discrimination (direct or indirect), harassment, victimisation, less favourable treatment for particular equality groups:

We do not believe that the use of JourneyX will lead to any form of prohibited conduct. If employees in EDINA (for whom the use of JourneyX is mandatory) cannot use the system for a reason due to disability, and we are not able to make the system accessible to them, we will put in place reasonable adjustments by engaging in dialogue with them to discern their particular needs. This might for example include providing assistance to staff to use the system or providing them with an alternative method of recording the information.

Overall, we have and will continue to strive to ensure that the system is as accessible as possible. Where we are unable to resolve an issue, we will make reasonable adjustments to ensure no disadvantage. For example, the University could provide one-to-one in-person assistance, and ask another member of staff to input the hours and expenses on behalf of the staff member who is unable to access JourneyX. Sensitive information, such as staff pay rate, is not visible on the employee-facing interface. This should mitigate any privacy concerns regarding having to share personal data.

- If the policy/practice contributes to advancing equality of opportunity²

JourneyX streamlines the process of project planning, which should enable managers to better direct their work streams. As a result, both managers and employees—including those with protected characteristics—will benefit from increased productivity and clarity in what is required to complete the projects at hand. This will in turn hopefully lead to higher employee satisfaction.

- If there is an opportunity in applying this policy/practice to foster good relations:

We hope that the use of JourneyX, which facilitates better resource planning, will improve project management efforts. As a result, departments that use JourneyX will be able to work more efficiently, which may positively impact both managers and employees as it will save time and increase productivity. Ultimately, we hope that this will lead to increased employee satisfaction, and foster good relations. Further, we hope that by considering potential equality and diversity impacts of the system and have striven to make it as accessible as possible demonstrates the University's commitment to equality and diversity issues.

- If the policy/practice create any barriers for any other groups?

This policy should not create any barriers for any other groups, as it is simply a tool for timekeeping and expense-tracking. All staff have access to free IT facilities at work, which they could use to access JourneyX. There should be no need for staff to access JourneyX outside of working hours.

- How the communication of the policy/practice is made accessible to all groups, if relevant?

The Business Support Administrator provides in-person training to employees who need to utilize the system. We will ensure that any in situ training is offered at a range of different times and days to avoid clashes with days of religious observance and at accessible locations. There is also a University-specific PDF User Guide, which is also available as a Microsoft Word document. All communication will be made available in alternative formats free of charge upon request.

² This question does not apply to the protected characteristic of marriage or civil partnership

Finally, EDINA is currently developing a more formalized training program with an eye towards ensuring that it is accessible to peoples of all protected characteristics.

- How equality groups or communities are involved in the development, review and/or monitoring of the policy or practice?

The Information Services Disability Information Officer has conducted an accessibility assessment on JournyX. We will continue to monitor feedback and complaints for any positive or negative feedback related to any nine of the protected characteristics.

- Any potential or actual impact of applying the policy or practice, with regard to the need to eliminate discrimination, advance equality and promote good relations:

Nothing further to what has been stated above.

F. Equality Impact Assessment Outcome

Select one of the four options below to indicate how the development/review of the policy/practice will be progressed and state the rationale for the decision

Option 1: No change required – the assessment is that the policy/practice is/will be robust.

~~**Option 2:** Adjust the policy or practice—this involves taking steps to remove any barriers, to better advance equality and/or to foster good relations.~~

~~**Option 3:** Continue the policy or practice despite the potential for adverse impact, and which can be mitigated/or justified~~

~~**Option 4:** Stop the policy or practice as there are adverse effects cannot be prevented/mitigated/or justified.~~

G. Action and Monitoring

1. Specify the actions required for implementing findings of this EqIA and how the policy or practice will be monitored in relation to its equality impact (or note where this is specified above).

We will continue to review positive or negative feedback/comments related to any of the 9 protected characteristics. We will also advise staff of the need to make reasonable adjustments where appropriate including providing alternative formats for disabled users upon request.

2. When will the policy/practice next be reviewed?

If there is a significant change (i.e. a software upgrade) or we receive any positive or negative feedback related to any 9 of the protected characteristics.

H. Publication of EqIA

Can this EqIA be published in full, now? **Yes**

If No – please specify when it may be published or indicate restrictions that apply:

I. Sign-off

EqIA undertaken by (name(s) and job title(s)): **Liz Thomas (Business Support Administrator)**

Accepted by (name): **Alex Carter (Head of Service Management)**

[This will normally be the person responsible for the policy/practice named above. If not, specify job-title/role.]

Date: **15th May 2018**

Retain a copy of this form for your own records and send a copy to equalitydiversity@ed.ac.uk