



Australian Government
Department of Finance



Technical Operations Guide
for the
Parliamentary Expenses Management System (PEMS)

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Version History

| Author | Version | Date | Changes |
|--------|---------|-------------|---|
| S Wade | 1.0 | 28 Nov 2019 | Published |
| S Wade | 2.0 | 16 Dec 2019 | Updates to attachment formats and PDF readers |

| Author | Version | Date | Changes |
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1. Project

This Technical Operations Guide (Guide) has been prepared to provide users and their IT support teams with information about the technical requirements to access the Parliamentary Expenses Management System (PEMS).

Where applicable, users and their IT support teams are expected to address the recommended technical requirements prior to using PEMS. If you have any questions regarding this document please use the contact details listed in section 15.

2. Introduction and purpose

The Independent Parliamentary Entitlements System Review 2016 (the Review) found that the existing systems used to manage parliamentary expenses and human resources are outdated and unable to efficiently meet demand. The Review concluded that “a simple, effective and clear system to set and monitor parliamentarians' expenses is needed”. PEMS is being developed to address the Review’s conclusion.

PEMS is an online, secure portal that will enable parliamentarians and their staff to claim and manage expenses over any computer or mobile device with an internet connection. It will modernise and streamline the management, processing, audit and reporting of Office and Travel expense claims. Later releases of PEMS will enable management of HR and Payroll.

3. Minimum device requirements

3.1 Computer desktop and laptop requirements

The recommended minimum desktop requirements for users to access PEMS

| Minimum PEMS desktop configuration hardware | Minimum sizing |
|---|-----------------|
| Resolution | 1024 X 768 |
| Monitor | 17-inch |
| Processor | Pentium > 1 GHz |
| Memory (RAM) | 1 GB |
| Hard Drive Free Space | 500 MB |

Note: The higher the configuration of the desktop or laptop the better the performance will be for the user.

If users do not have the recommended minimum configuration as outlined, it is recommended that the user experience of PEMS is monitored and if it is not optimal, consider upgrading.

3.2 Mobile Devices

For mobile operating systems, support is restricted to specific reference devices. To obtain the best performance users should use a device as listed in the table below.

| Minimum PEMS desktop configuration hardware | Device | End of Support Date |
|---|---|---------------------|
| iOS SAP always supports the 2 latest releases of the iOS operating system, exceeding 3 years from the vendor release date. SAPUI5 supports Apple iPhone and iPad series until 3 years from the vendor device release date, except defined otherwise. | Apple iPhone 7 | September 2019 |
| | Apple iPhone 8 | September 2020 |
| | Apple iPhone X | November 2020 |
| | Apple iPhone XS | September 2021 |
| | Apple iPhone XR | October 2021 |
| | Apple iPad (2017) | March 2020 |
| | Apple iPad Pro (2018) | June 2020 |
| | Apple iPad (2018) | March 2021 |
| | Apple iPad Pro (3rd) | October 2021 |
| Android Android based devices are very fragmented in matters of operating systems variants and hardware diversity. SAPI5 supports Samsung Galaxy S and Galaxy T S series until 3 years from vendor release date, except defined otherwise. | Samsung Galaxy S8, S8+ | April 2020 |
| | Samsung Galaxy S9, S9+ | March 2021 |
| | Samsung Galaxy S10, S10+, S10e | March 2022 |
| | Samsung Galaxy Tab S3 | March 2020 |
| | Samsung Galaxy Tab S4 | August 2021 |
| | Samsung Galaxy Tab S5e | February 2022 |
| Windows SAPI5 supports Microsoft SurfacePro reference devices until 3 years from vendor device release date, except defined otherwise. | Microsoft Surface Pro (2017) | June 2020 |
| | Microsoft Surface Pro with LTE Advanced | March 2021 |
| | Microsoft Surface Pro 6 | October 2021 |

ⁱEnd of Support Date is the date advised by the supplier they will no longer support the product.

4. Software footprint

PEMS has been designed and built to minimise the need for users and IT support teams to install software. There is a requirement to enable add-ins to the user desktop to execute components of the application.

To obtain the one-time passcode users will need to download a no-cost application to their smart phone device or tablet. Refer to Section 12.1 Two Factor Authentication for more information.

5. Operating systems and browsers

5.1 Compatible operating systems and web browsers

To setup a compatible operating system and web browsers, users should contact their IT support team.

IT support should consider the following technical information.

<https://sapui5.hana.ondemand.com/#/topic/74b59efa0eef48988d3b716bd0ecc933>

SAPUI5 plans to end the support for Microsoft Internet Explorer 11 as a future direction (end of 2021 or later). Legacy web applications, which use active browser plugins that require Microsoft Internet Explorer 11, cannot run embedded inside an SAP Fiori Launchpad that depends on a SAPUI5 version released after support ended. Integration of SAPUI5 applications in SAP GUI for Windows through the SAP HTML Control also use the Microsoft Internet Explorer Control. Alternatives for this Microsoft Internet Explorer Control are presently under investigation.

The following table gives a general overview of the browsers, platforms, and reference devices supported by the main SAPUI5 libraries.

| Platform | Device Category | Platform Version | Safari | Web View | Internet Explorer | Microsoft Edge | Google Chrome | Mozilla Firefox | SAP Fiori Client |
|----------|------------------|-------------------|-------------------|----------------|-------------------|-------------------|----------------|---|------------------|
| Windows | Desktop | Windows 7, 8.1 | | | Version 11 | | Latest version | Latest version and Extended Support Release (ESR) | |
| | | Windows 10 | | Latest version | | Latest 2 versions | | | |
| | Touch | Windows 10 | | Latest version | Version 11 | Latest 2 versions | Latest version | Latest version and Extended Support Release (ESR) | Latest version |
| macOS | Desktop | Latest 2 versions | Latest 2 versions | | | | Latest version | | |
| iOS | Phone and Tablet | Latest 2 versions | Latest 2 versions | Latest version | | | | | Latest version |

| Platform | Device Category | Platform Version | Safari | Web View | Internet Explorer | Microsoft Edge | Google Chrome | Mozilla Firefox | SAP Fiori Client |
|----------|------------------|------------------|--------|----------|-------------------|----------------|----------------|-----------------|------------------|
| Android | Phone and Tablet | As of version 5 | | | | | Latest version | | Latest version |

6. Firewall changes

PEMS is a cloud based application. If internet connection is accessible users will be able to access PEMS. No firewall change is required.

7. Pop ups

The PEMS portal URLs need to be added to the trusted sites for the Pop-up Blocker in the user's web browser. IT Support teams will to configure PEMS portal URLs as a trusted site in the standard operating environment (SOE). (See Section 14 for details on URLs.)

8. Add-ins required

If a user is using Chrome the setting below should be enabled.

1. On your computer, open Chrome.
2. At the top right, click More Settings.
3. At the bottom, click Advanced.
4. Under "Privacy and security," click site settings.
5. Click JavaScript.
6. Turn on Allowed (recommended).

9. Microsoft office

Microsoft Office is only required for any report where the user selects to export to Microsoft Excel or to Microsoft Word.

The following minimum Microsoft Office versions have been tested and are supported:

- Microsoft Office 2007 or higher.

Other versions of Microsoft Office, Microsoft Word or Microsoft Excel may work but are not supported, and it may be difficult to diagnose and fix any problems that arise.

For ongoing support of PEMS, the respective versions for Microsoft Office that will be supported will be in line with the versions supported by Microsoft and SAP. This information will be updated on a regular basis.

Note that PEMS can be exported to alternative formats that do not need Microsoft Office, including:

- Comma Separated Values (CSV)
- Rich Text Format (RTF)

- eXtensible Markup Language (XML) and
- Portable Document Format (PDF).

10. PDF readers and printers

PEMS will generate reports in various formats i.e. Excel, CSV and PDF. User SOE and Web browser functionality will need to print the PDF to a local printer. To view and print PDF reports all users will need PDF Reader on their computer. PEMS reports may use colour to highlight data, the use of colour printers is recommended.

The following PDF file access versions are recommended:

- Adobe PDF Reader version 10.1 or higher; or
- Acrobat Reader DC.

The following printer output is recommended:

- Colour printer for clarity of output.

11. Attachment formats

PEMS allows users to upload supporting documentation as attachments to claims. Attachments are limited to the following file formats:

- *.PDF
- *.DOC
- *.DOCX
- *.XLS
- *.XLSX
- *.GIF
- *.JPG
- *.JPEG
- *.TIF

Attachment size should not exceed 5 MB.

12. User access

Register for PEMS access with the email address that you have on file with Ministerial and Parliamentary Services (Department of Finance). If you do not have an email address on file, please contact the Ministerial and Parliamentary Services Helpdesk.

To access PEMS, users are required to enter two forms of authentication. The first form is an account ID and password, the second form is a one-time passcode generated by the SAP Authenticator application. This is commonly termed two-factor or multi-factor authentication.

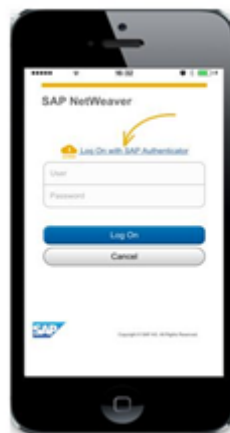
12.1 Two factor authentication

Users are required to register their PEMS account ID to the SAP authenticator application. Registration user guides are provided in the Members of Parliament Staff (MOPS) welcome pack and is available from the PEMS webpage

<https://www.finance.gov.au/pemslogin>

When registered the application will generate a one-time passcode for each time a user wishes to log on to PEMS.

12.2 SAP Authenticator



SAP Authenticator runs on both iOS and Android mobile operating systems.

If a mobile device already has a SAP Authenticator application it can also have a second SAP Authenticator for PEMS.

Where a user has difficulty installing the SAP Authenticator, there is an alternate product such as Google Authenticator can be used.

Further details on the download, installation, setup and use of SAP Authenticator will be provided to new starters via MOPS Welcome email and is located on the PEMS webpage. See below link

<https://www.finance.gov.au/pemslogin>

13. Accessibility provisions

Individuals requiring the use of assistive technologies to enable and assist accessing PEMS should make this need known to their IT support team or contact PEMS Support (see section 15), in order to enable the accessibility function to be turned on. This function is set at the individual level rather than a global setting.

14. Connectivity

The URLs listed below should be added in the trusted sites list in the network.

<https://sapui5.hana.ondemand.com/>

<https://authn.ap1.hana.ondemand.com/>

<https://agk7jsqhe.accounts.ondemand.com/>

<https://pems.gov.au>

If the above URLs are not listed as trusted sites users may experience poor performance of PEMS. Agency proxy SSL certificates should be bypassed and not offloaded.

15. Further information and support

15.1 Preparing for PEMS

If you have any questions or concerns about the system, please contact the PEMS Project Team:

Email: pemsprojectsupport@finance.gov.au

Phone: 02 6215 3988

15.2 PEMS support

The contact details to obtain technical support and policy and advice support for PEMS is:

Ministerial and Parliamentary Services

Parliamentarian help desk: (02) 6215 3542

Staff help desk: (02) 6215 3333

mpshelp@finance.gov.au

Independent Parliamentary Expenses Authority (IPEA)

Phone: (02) 6215 3000

enquiries@ipea.gov.au

15.3 PEMS self service

Click below to access PEMS, self-help and quick reference facts sheets

<https://www.finance.gov.au/pemslogin>
