The WiTS Project Team

Our Mission
To assist the NIH OHR in recruiting and retaining a highly skilled and diverse workforce by providing a superior tool to enable the **automation, standardization and streamlining** of HR and HR-related processes and to provide **active and accurate tracking, monitoring and reporting** on the associated data.

Our Vision
To make WiTS the preeminent **tool for business process automation activities** at the NIH.

Our Values
These values **guide our decisions, actions and behaviors** and help us execute our Mission as we work toward our Vision.

**Business Acumen.** We use our expertise in Federal HR laws and experience with NIH OHR policies and procedures to build and maintain a system that reflects the way that NIH OHR does its business. Our awareness of how WiTS should perform in actual real-life scenarios helps us gather and refine customer requirements, and perform post-development activities (testing, training and user support).

**Accuracy.** We strive to ensure that WiTS and its components maintain a high level of data and process integrity, and that data received from interfacing systems is smoothly integrated.

**Technology.** We maintain an awareness of current and emerging technologies and strive to ensure that WiTS employs the best tools possible and remains current with the ever-evolving IT industry.

**Creativity and Innovation.** We use creativity to provide innovative solutions to customer process challenges and meet reporting needs, while keeping our end-users informed and engaged.

**Customer Focus.** We operate with a strong focus on the business needs of our customers and stakeholders, with deep respect for what they do, and always keeping in mind that we are in the business of assisting them in carrying out their missions.

**Continuous Improvement.** We strive to identify ways to do what we do better. Always.

What we do
The work that the WiTS Project Team performs in support of the system is segmented into three broad areas: **Functional Activities, Technical Activities, and User Engagement** as follows:

- **Functional Activities** are associated with the development of new (or modifications to existing) workflows, forms, dashboards and/or reports. This includes major Enhancement projects as well as minor changes. Functional activities include requirements gathering, workflow/form/report design, initial testing, etc.

- **Technical Activities** are associated with system and infrastructure-related projects and maintenance (i.e. BizFlow, SSRS, Oracle and other upgrades; the creation and maintenance of interfaces with other systems; etc.).

- **User Engagement** efforts are related to liaising with WiTS users. Communications, training, user support, marketing, etc. are examples of user engagement activities.
Who we are

To support the work of the Project, the following resources are employed:

Federal Staff

Project Manager
- Performs general oversight of the Project and its sub-projects, including: Managing the work of FTE and contract staff, Financial and contract management and oversight, Forecasting customer needs; scheduling, reviewing and approving the work of the project

Functional Project Lead
- Lead for requirements gathering, form/report design, development of user training, etc.

Technical Project Lead
- System Security Lead; Database/application support specialist; Liaison with CIT, BizFlow and other vendors; HRSS Tier 2 (as needed for technical issues)

Project Team Members (Marketing Specialist, Technical Specialist, Functional Specialist)
- Assist Functional Project Lead in:
  - Delivery and logistics of training events and preparation of training materials
  - Web Content Management, User Communications and Administration
  - System support Tier 2
  - Requirements Gathering
  - Workflow/Report/Dashboard testing
- Assist Technical Project Lead in:
  - Database maintenance and support activities
  - Interface design/testing
  - Preparation of technical documentation

Contract Staff

Senior J2EE Struts / BPM BizFlow Application Programmer, Junior J2EE Struts / BPM BizFlow Application Programmer
- Performs BPM workflow and JSP form development, application/database scripting, and preparation of system requirements documents (Level of Effort (LOE) estimating); systems maintenance for WiTS critical software components such as but not limited to Tomcat, BizFlow, Java, SQL Database to ensure availability and service continuity; Resolves (and oversees the resolution of) HRSS Tier 3 tickets dealing with software bugs or other technical issues related to workflows and forms.

Senior Database Administrator (DBA)
- Performs JSP development of reports, application/database scripting, reports development, and preparation of system requirements documents (Level of Effort (LOE) estimating); Performs systems maintenance for WiTS critical software components such as but not limited to Java, SQL Databases, and SSRS to ensure availability and service continuity; Resolves HRSS Tier 3 tickets dealing with software bugs or other technical issues related to database/reports.

SSRS Reports Developer
- Performs .NET development of dashboards, reports, application/database scripting, reports development, and system requirements document assistance as needed; Performs systems maintenance for WiTS critical software components such as but not limited to Java, SQL Databases, and SSRS to ensure availability and service continuity; Resolves WiTS Tier 3 tickets dealing with software bugs or other technical issues related to reports/dashboards.