WiTS Super User Group
Meeting Minutes
September 7, 2011
9:00a - 11:00a
EPN/Room H

Attendance:

Patrick Campion – A
Christine Van Bemmel – B
Sandra Loether - C
Jaime Arreguin-Avila – C
Richard Woods – D
Lakeisha Washington – D
Donnette Berrios – E
Jean Coleman – F
Maryann Postorino – F
David Wittenberg – G
Keya Cooper - H
Sorel Barcelo – I
Gina Johnson – J
Lauren Tedesco - GRU
Wanda Williams – WRD (FA Unit)
Kalima Fields – DEU
Phil Hanson – DEU
Claudia Palumbo – CSD OD
Michael D’Andrea – HR SAID
Luis Unda – HR SAID
Jennifer Potter – HR SAID
Negy Shahparast-Afshar – HR SAID
Terrye Verge – HR SAID

Not represented: CSSED

I. Welcome
   • Mike thanked everyone for coming and introduced Jennifer Potter, an IT Specialist who is the newest member of the WiTS Team.

II. Updates
   ➢ Work Completed/in Progress

We encourage you to share (via email or at Branch staff meetings) any applicable information that you obtain from our Super User meetings.
Mike stated that we launched the addition of the DEU to the Recruitment and Appointment workflows on August 1st, and it seems to be going smoothly thus far. Phil noted that there seems to be some confusion about who is responsible to entering what data in the forms – Mike reminded everyone that this information can be found in our User Guides.

Mike noted that the WiTS Team is currently working on:

- Interface with USA Staffing. Mike explained that this interface will provide users with direct access to data from USA Staffing on the Applicant Ratings Tab in the WiTS Recruitment form:
  - Applicant Roster
  - Applicant Notification Report

  Shortly after the interface deployment, the WiTS Team will engage in conversation with the DEU to see how the data can help the DEU with reporting needs.

- Migration of reports to SSRS. Mike explained that we are in the process of moving our WiTS reports from Crystal Reports to SQL Server Reporting Services (SSRS) and that this is expected to speed up report generation time, provide easier exporting and give the reports a ‘cleaner’ look. The WiTS Team has asked a small sample of users to test the new format, and this testing is currently underway.

- Conversion of Separation/Benefits forms. Mike explained that we are now converting our Separations and Benefits forms from the old green BizFlow forms to the new tabbed format to be consistent with the change we made to our other forms early this year.

- Age of Actions Report. Mike announced that this report is being retired; we are building and Age of Actions Dashboard for CSD Leadership to keep them aware of how long WiTS actions are remaining active.

Upcoming:

- FY12 WiTS Enhancements. Terrye distributed the approved FY12 WiTS Enhancements and provided a bit to explanation about each one.

Training/User Support Issues

Mike reported that the following training was delivered and was extremely well received:

- WiTS Brown Bag (6/1)
- WiTS Clinics (7/6, 7/27, 8/3, 8/24) – Mike reminded the group that it causes problems when people sign up for a Clinic and do not attend, and asked that people notify him in advance when they have a conflict that will prevent them from attending a Clinic so that he is able to possibly give another person that time slot.
- WiTS Workshops (8/2, 8/4)
- Basic WiTS Reports Training IC Users (08/11)
- Advanced Reports and Metrics (8/25)

We encourage you to share (via email or at Branch staff meetings) any applicable information that you obtain from our Super User meetings.
**WiTS Basic for New Users** – to be scheduled this fall (coordinating with CSD’s Basic Staffing and HHSC’s Basic sessions). Mike asked everyone to be on the lookout for this training if they have new staff members who may need it.

**Reminders/Guidance**

- **1st Selections should match Recruitment form data.** Mike explained that a 1st selection is still a first selection even in cases of declinations. All other selections from the initiating supervisor (including declinations) must be coded as Additional Selections in WiTS. Selections made from the non-initiating supervisor are Shared Certificate selections. He stressed that the following dates on the Appointment form must match what is entered on the Recruitment form:
  - Date Cert Sent to SO
  - Date of Hiring Decision
  - Date Hiring Decision Received in HR

A user asked if it is possible to open up 2 WiTS windows so that they can toggle back and forth from the Recruitment form to the Appointment form to make sure the dates match – the WiTS Team will look into whether it is possible to have 2 instances of the Work Item Handler (the window that contains the form) open at the same time. Another user raised the suggestion of having the dates autopopulate the Appointment form from the Recruitment form in cases of 1st selections. The WiTS Team will look into the time/cost of making this change.

A GRU member noted that there is currently no way for them to capture information on declinations in WiTS and that they are using a spreadsheet to track this information manually. The WiTS Team stated that this was discussed with CSD leadership when we were first re-designing the form, and that the decision was made not to capture this information. Phil noted that the DEU does need this information when cases are audited and that this info is captured on the cert.

A CSD HR Specialist noted that the ‘Date Certificate Sent to SO’ field is labeled differently on the Appointment form than the Recruitment form. The WiTS Team will assess the level of effort involved to make this change and take action.

- **SLA Email modification.** Mike informed the group that the SLA emails are now sent by announcement rather than by cert to minimize the amount of emails that are sent on the same action. A user raised the question as to why the emails are necessary in light of the fact that CSD now has SLA Dashboards – the Team responded that the escalation emails were a part of the requirements that were given by CSD leadership. Mike noted that once we have a good amount of data on how we are doing on the SLA, we could possible revisit the need for these reminders with CSD leadership in the future.

- **Area of Consideration (All Sources non-DEU).** Mike reminded everyone that this new AoC choice should be used for announcements where the Specialist is collecting

We encourage you to share (via email or at Branch staff meetings) any applicable information that you obtain from our Super User meetings.
We encourage you to share (via email or at Branch staff meetings) any applicable information that you obtain from our Super User meetings.

- **Data Correction tickets for DEU actions (Sending Actions to the DEU).** Mike explained that because the Date of DEU Selection Decision is a time-stamped, system-generated date, it is important to send selections to the DEU for approval in real-time to avoid creating negative metrics.

The WiTS Team shared the following guidance:

*Prior to extending a Tentative Job Offer, the Branch HR Specialist must have official authorization from the IC (e.g., Cap HR Job Requisition, SF-52, memo, etc.). Ideally, the IC should submit the official authorization to the Branch HR Specialist before the certificate is sent to the Selecting Official, but no later than the Tentative Job Offer.*

*Immediately after the Selecting Official returns a certificate, with a selection, the Branch HR Specialist must initiate the Appointment action in WiTS (unless that Appointment action was created via the Cap HR interface first).*

*The Branch HR Specialist will extend the Tentative Job Offer to the selectee prior to DEU approval.*

*The Branch HR Specialist will then send the Appointment action (through WiTS) to the DEU for Selection Approval. The DEU will either approve or disapprove of the selection.*

*If there are Additional Approvals (e.g., ATM, SLRP, Retention Incentive, etc.), the Branch HR Specialist will collect all supporting documentation (e.g., transcripts, etc.) that the DEU requires before making a selection decision and send the Appointment action to the DEU in tandem with the Additional Approval process. The Branch HR Specialist must not wait until Additional Approvals are returned before sending the Appointment action to the DEU for selection approval.*

- **Increased limitation to 35 certificates.** Mike reported that based on user need, the Team has increased the amount of Certificate blocks available from 20 to 35.

- **Marking actions as ‘completed’ on forms.** Mike reminded everyone that the system will change the Actions Status Color/Code/Description to Blue – Completed when a WiTS action has been completed and sent to Archives and that users should not be manually changing this. It has been causing issues in reports – when a report is run for active actions only, the report is displaying active actions with the Blue (Completed) traffic light. The WiTS Team will look into a way to limit user’s ability to manually assign this status.

- **EOD Date.** The Team has noticed that not all Branches are reporting the Entry on Duty Date the same way. Some users are entering the Sunday (the 1st day of the pay period) as the EOD Date. Others are entering the Saturday of the pay period as the EOD Date.
We encourage you to share (via email or at Branch staff meetings) any applicable information that you obtain from our Super User meetings. 

period). It was confirmed that the EOD Date is the day that the new employee is sworn in (usually, but not always, the Orientation Date). The WiTS Team added the definition of ‘EOD Date’ to the Appointment User Guide, using the language that already exists in the Orientation List Report QRG. The WiTS Super User group adopted the following definition, “The date that the employee is expected to start work, which is usually the first workday after the effective date.” It is expected that Specialists will use this definition of the EOD Date going forward on all actions.


- **Student Loan Repayment program process change.** Mike noted that the SLRP SOP was recently updated and that the new process removes CSD from the end. Meaning, cases go from CSD to OER and then directly to the WRD for final processing (instead of going back to CSD). The suggestion was made to have the CSD HRS attach the OER approval to the WiTS action so that it is included in the action when it gets to WRD. The WRD PM Team member would need to update any needed fields on the form – Rosanne Doyle was consulted on this and agreed that this approach is feasible. The WiTS Team will confirm with Diane Sullivan, and if approved, will update the Special Pay User guide to reflect this.

- **Pre-recruitment Data Discussion.** The group discussed when WiTS Recruitment actions should be entered so that all Branches are consistent. CSD Leadership would like the ability to track how long actions are taking during the process before Date Need Validated. A couple of options were discussed – 1) use the date the pre-recruitment form was signed or 2) use the date the Cap HR action was approved. Another suggestion was to educate the IC staff of the fact that HR will not begin any substantial work on packages until we (Branch HR Specialist) have received the approval to recruit (the approved Cap HR job req or signed SF52).

### III. Next Meeting: TBD