WiTS Super User Group
Meeting Minutes
January 17, 2012, 9:00a – 11:00a
EPN Room J

Attendance:

Patrick Campion – CSD/A
Christine Van Bemmel – CSD/B (via phone)
Sandra Loether – CSD/C
Jaime Arreguin-Avila – CSD/C
LaVonne Lewis – CSD/D
Donnette Berrios – CSD/E (via phone)
Maryann Postorino – CSD/F
Chonda Fleming Boddie – CSD/G
Keya Cooper – CSD/H
Sorel Barcelo – CSD/I
Thomascene White – CSD/J
Lauren Tedesco – CSD/GRU
Phil Hanson – CSD/DEU
Wendy Winter - CSSED
Thomas Brown – WRD/BPLB
Diane Sullivan – WRD (via phone)
Lori Gingell – WRD/FA Unit (via phone)
Michael D’Andrea – HR SAID/WiTS Team
Jennifer Potter – HR SAID/WiTS Team
Negy Shahparast-Afshar – HR SAID/WiTS Team
Terrye Verge – HR SAID/WiTS Team

Handouts:
“Super User Related Emails 1/17/12 MTG”

I. Welcome

Mike welcomed everyone and gave a brief overview of WiTS, what it is used for and why our Super Users are so important. He stated that the WiTS Team relies on the SU to assist us in training and troubleshooting users’ issues and reinforced that using the system properly is important because WiTS is used to report on OPM, GAO, NIH, OHR data calls, and is also used for performance metrics/measurements.

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The group went around the table and introduced themselves. We have a new member – Wendy Winter, who is representing CSSED. Two new WAG members were announced – Sorel Barcelo (CSD Branch I) and Christine Van Bemmel (CSD Branch B).

Mike reported some 2011 WiTS totals as follows:

- **Total Completed (Effective in CY2011) Appointments = 2608** (includes new appointment to NIH and appointments related to a recruitment action)
- **Total Completed (Completed in CY2011) Classification Actions = 348**
- **Total Completed Recruitment Actions in CY2011 = 1255**
- **Average Time to Hire (chronological time line) in FY11 = 63 days**
- **Average Time to Hire (non-chronological line) in FY11 = 44 days**
- **BLPB processed (in CY2011) a total of 6,837 benefits forms.**
- **BPLB processed (in CY2011) a total of 346 retirements.**
- **CSSED received a total of 147 Senior Level Pay actions (includes Hold and General Call cases)**
- **HR SAID resolved a total of 13,754 HRSS and HRSA tickets**

II. Updates

- **Work Completed/in Progress**
  - Completed:
    - **Interface with USA Staffing (Phase 1).**
      We completed the WiTS / USA Staffing interface on 9/22), which includes the Applicant Roster and Notification reports. Mike mentioned that populating some of the fields on the Applicant Rating Information tab are targeted for Phase 2.
    - **Migration of reports to SSRS.**
      We successfully migrated all remaining WiTS Reports to SQL Server Reporting Services in October. Mike thanked all who tested the reports, and noted that the Excel export is easier and reports are generating faster than before.
    - **Conversion of Separation/Benefits/Retirement forms.**
      We successfully converted the remainder of WiTS forms from the old Bizflow forms (dark green form) to the new form (white tabbed forms).
      - Mike reminded the group about the employee email address field and why it is important that it is completed correctly. An example was given where the AO’s email address was entered in the employee’s email address field and the Admin Officer received the Exit Survey email. It was noted that staff can usually get the employee’s personal email address from their resume and/or other documents in eOPF if they do not have it readily available.

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• **Age of Actions Dashboard & Emails.**
We retired the Age of Actions Report and replaced it with a new Age of Actions Dashboard for CSD Leadership. The goal of this dashboard is to give CSD leadership insight into what is happening with recruitments that have been received in HR but for which the vacancy has not yet been posted. Escalation emails on these actions were included in this enhancement.

One SU asked mentioned that their Branch is being told to cancel actions and re-enter them to stop the escalation emails from being sent. This led to a discussion of whether or not the date should be changed from the “Date Entered” (time-stamp date when WiTS action is initiated) to the “Date Rec’d in HR” (manually-entered field). It was also suggested to add the IC contact to these emails as a reflection of the shared responsibility to keep recruitment moving.

A follow up SU meeting to discuss this issue in greater detail is scheduled for February 1.

• **Server upgrades.**
WiTS Team migrated to SQL Server 2008 R2 and OS Windows 2008. This was behind-the-scenes work to allow WiTS to keep current with new technology.

• **Modifications to KPI Report.**
Modifications were made to the Recruitment KPI Report so that it now displays metrics for both KPI Days (sum of the intervening KPI metrics) and the Actual Days (number of elapsed days between the start and end of the Appointment process). The ability to filter by a specific HR Specialist was also added.

• **New Appointment Tutorial.**
The Team released a new video tutorial explaining the Appointment workflow. This is located on the WiTS user guides tutorial page.

• **Special Pay Reminder Emails.**
New reminder emails were created to notify HR, the IC, and the employee about Retention Allowance, PCA, and On Call Pay contracts that are due to expire. These emails are sent 120 days prior to the expiration date, 60 days prior, and on the actual expiration date. Currently these emails only apply to Special Pay actions, because fields for the service level agreement dates are not present on the Senior Level Pay form. We will work with CSSED to get these added in the future, but for now WRD will continue to send manual reminders.

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- **Special Pay Addition (On-Call Pay).**
  Added On-Call Pay as a Pay Supplement/Allowance Type in the Special Pay Workflow.

- **Modifications to DEU SLA Email.**
  The Team modified timing, content and addressees of the SLA emails related to Recruitments where the DEU has responsibility.

- **SF-278 Email.**
  A notification email related to SF-278 filer positions and fields to identify these positions were added to the Appointment and Separation workflows. This email notifies the Ethics Office, David Uejio and the HRS of new SF-278 appointments and separating SF-278 employees. A listing of these positions was also added to the CSD shared drive.

- **NED Lookup addition.**
  Based on a suggestion by Branch B WiTS Super User Christine Van Bemmel, the NED lookup feature was added for employees on the following WiTS forms:
  - Award
  - Appointment
  - Benefits
  - Career Change
  - Change in Work Schedule/Hours
  - LWOP
  - RTD
  - Separations
  - Special Pay
  - Pay Adjustment Process
  - T42 CRS

- **Employee email address on Orientation Report.**
  Based on a request from WSDD, the employee’s email address was added to the export of the Orientation Report. This report will be used more extensively to assist in the Orientation process. The group was reminded to ensure that the data is up to date and accurate.

- **Working on:**
  - **Modifications to Strategic Hiring Data Report.** Received final requirements to modify this report and will be working on this enhancement in the near future.

- **Recruitment Tutorial.** Creating a new tutorial about the Recruitment workflow in the same video format as the Appointment tutorial.

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- *Modifying the MCO/MCF filters on reports.*

- Mission Critical Occupation (MCO) series definitions
  - From: 601, 602, 1101
  - To: 107, 301, 303, 343, 601, 602, 610, 640, 685, 696, 1001, 1101, 1109, 201, 1102, 2210, 0070

- Most Commonly Filled (MCF) series definitions
  - From: 0080, 0201, 0203, 0303, 0318, 0343, 0501, 0510, 0560, 1102, 2210.
  - To: 0080, 0201, 0203, 0303, 0318, 0326, 0343, 0401, 0501, 0510, 0560, 1102, 2210

- **Upcoming:**
  - *ER/LR Workflow & Reports.* This enhancement is currently on hold, pending requirements and decisions.

  - *Details and Extensions.* The WiTS Team will be adding Details and Extensions into the Career Change Process. Will work with the WAG to gather requirements and perform testing.

  - *Additional Reporting.* The Team will also be building a report to track DE announcement workload and a report on CSD workload (time spent on actions), and will be working with the WAG on these items.

  - *WiTS + Google = WiGGLE.* WiTS Team has proposed an enhancement to simplify the advanced search feature in WiTS, which would allow users to search for actions in a similar fashion to the ways folks use Google. A retention and document retrieval function may also be included.

- ➢ **Training/User Support Issues**

  - **Delivered:**
    - *WiTS Basic Training for New Users* (11/29 – 11/30). Trained 19 new employees on WiTS. We received great reviews on the class.
    - *HR Clinic South* (10/26). Trained 33 NIEHS employees on WiTS and Capital HR.

  - **Upcoming:**
    - *Advanced WiTS Reports and Metrics - 01/25 and 01/26 (remote).* We still have room in both training sessions.
    - *WiTS Webinar: Working with the Appointment Form* (1/31). We still have room for people to attend.

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Reminders/Guidance

- **Data corrections – new policy**
  Based on the amount of time WiTS Data Corrections take for Super Users to enter and for the WiTS Team to process (over 600 in CY2011), as well as the fact that the Team is being asked to report on who is requesting these corrections and why, the Team is making modifications to the HRSS form to standardize the submissions and enable us to report on these.

  Mike conducted a brief demo of the form changes and noted that a new SOP policy will be published when the changes are launched.

- **Working with the DEU in WiTS**
  Mike reiterated the need for users to follow the Recruitment and Appointment guides, specifically:
  - Do not forward recruitment and appointment actions to the DEU – use the routing menu at the top left of the form. When actions are forwarded instead of routed, the DEU cannot work on them.
  - Route Recruitment and Appointment actions to the DEU in real time.
  - Only DE Interval Reviewers can complete Recruitment actions where there is at least one DE announcement. There is no need to worry about completing recruitment actions, the DEU completes them after they complete their audit.

- **Special Pay actions and new automated email reminder**
  Mike reminded the group to make sure the service level agreement dates are accurate and that all special pay actions are entered into WiTS. The service level agreement dates are the basis for the new reminder emails – the first emails will be expected in August, 120 days from a December effective date.

- **PII and WiTS**
  The group was reminded that PII does not belong in WiTS. An example was given of an Admin employee who entered DOB, SSN and salary information into a Cap HR job Req for a Committee Member which flowed into WiTS. Had the WiTS Team not caught this, the information would have been visible in the Appointment Actions Report. It is understood that HR staff have no control over what IC staff enter into Cap HR, but Super Users were asked to report any occurrences they find, either directly to the WiTS Team or via HRSS ticket under Information Security. The group was also asked to refrain from attaching documents containing PII to WiTS actions, as attachments are sent with WiTS emails for some workflows.

- **Pre-recruitment automated emails and guidance**
  We will be issuing guidance about how to handle Recruitment actions in the Pre-Recruitment stage (when to cancel, etc.) The WAG is currently reviewing proposed revisions to the Recruitment user guide now. The need for a CSD SOP was discussed.

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• **Appointment form modifications**
  Mike mentioned some upcoming modifications to the Appointment form:

  • **Populate certificate date fields for 1st selections (Appt Form)**
    - For 1st Selections, the Date Certificate Sent to SO, Hiring Decision, and Hiring Decision Rec’d in HR will autopopulate.

  • **Appointment Form Validation on Additional Approvals**
    - Make sure the user select yes if they enter a date for the additional approval date fields. Also ensure that the Date Sent is not after the Date Rec’d.

• **Classification actions**
  The group discussed the Classification Quick Tips document, which states that classifications that go to the Classification Unit and those where an HR CARDS PD was used are not to be entered into WiTS. The question of whether this new guidance was ‘official’ was raised, as it was noted that although this document was made available to new staff via the HR Support Network, it has not been published by CSD.

• **Explanation of Security Inv email in Appointment workflow**
  This email was added based on a study done by PPAG on the Orientation process. The study found that many employees attended orientation without being entered into NED, and the recommendation was made to add this email to remind the Administrative Officer to enter the NED record.

• **Linking Recruitments to Appointments**
  The group was reminded to be sure that Appointment actions are linked to Recruitment actions if applicable. The Team recently corrected over 100 actions to fix this problem for reporting purposes.

• **WiTS Climate Survey**
  The results of the WiTS Climate Survey were discussed and the Team received very favorable feedback from those who responded.

  We did receive some comments regarding how each branch/team, etc. uses WiTS differently, which makes comparing data across offices very difficult. That is one of the reasons why we are asking the WAG to review the Recruitment user guide, which we are revising to include best practices and guidance information. That is also another reason why we are implementing the new Data Correction SOP and form. If you modify a date in WiTS, we want to know who, what field, and why. That data will be sent each Division Director. We hope that all of the following actions will prevent people from ‘gaming the system’ and using the system differently across branches.

  We received a lot of positive feedback on our training sessions so we are going to offer webinars and information sessions more frequently.

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We received some comments the desire to have Cap HR data auto-populate many of our WiTS fields. We hope that after the Cap HR upgrade (targeted for FY13), we can talk to PSC about getting additional data feeds from Cap HR (such as pay plan, grade, series, salary, etc.). We agree that this would reduce errors.

III. **Next Meeting: TBD**