WiTS Super User Group
Meeting Minutes
January 23, 2014, 1:00p - 2:30p
East Jefferson 5th Fl/webinar & telecom

Attendees:

Patrick Campion	CSD-Branch A
Shun Clark	CSD-Branch B
Gary Moyer	CSD-Branch C
Jaime Arreguin Avila	CSD-Branch C
Sean Stroud	CSD-Branch D
Artillya Maxwell	CSD-Branch E
Angela Davis	CSD-Branch F
Lydia Greene	CSD-Branch F
Maryann Postorino	CSD-Branch F
Melissa Schmarr	CSD-Branch G
Linda Mitchell	CSD-Branch H
Florence Michel	CSD-Branch I
Michelle Hazel-Cannon	CSD-Branch I
Karen Harris	CSD-Branch J
Johnny Ivanovich	CSD-Branch J
Wendy Winter	CSSED
Jeff Middlebrooks	CSD-IOOB/DEU
Kevin Fletcher	CSD-IOOB/GRU
Thomas Brown	WRD-BPLB
Jonathan Lappin	WSDD
Jenn Potter	WiTS Team
Mike D'Andrea	WiTS Team
Terrye Verge	WiTS Team
Sam Lubel	WiTS Team
Negy Afshar	WiTS Team
WiTMAN	WiTS Team

Not Represented: CSD-CU, WRD-ER/LR, WRD-FA Unit

I. Welcome

Mike welcomed the group to the meeting. Mike explained the space situation with HRSAID and how the division is teleworking until our office in East Jefferson is built (possibly March 2014).

II. Updates

- Major Work Completed/in Progress
  Mike went over the major work/items completed since the last Super User meeting in September: 25th.

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

- *CSD Workload Analysis Reporting Tool*

    - Reporting Tool that is used to manage workload in CSD. Three Report suites for CSD HR Specialists were built and are available to CSD Leadership. HR Assistant Reports will be built in FY14.
    - Existing Workload reports simply count actions. Action counts can be useful, but they do not offer an illustration or indicator for action. For example, the workload methodology needed to differentiate between an announcement that yielded a high number applicants, against one that just had a few. Reports that only consider action counts would treat these two dissimilar announcements equally, when in reality, the workload was significantly different. Additionally, the reports needed to display this type of difference in an easy, understandable fashion.
    - The solution was to convert actions and the action's characteristics into something that everybody could understand: time. Time would represent the amount of effort required (not time elapsed) to complete, or "work" the action. Individual, Branch, and IC times would be totaled and compared against each other. This new look at the data could help balance staff workload, assign resources to Branches, assign ICs to Branches, forecast workload, and also assist with training needs.
    - The decision was to identify as many different actions or activities as possible using WiTS and USA Staffing data and then benchmark the amount of time it takes to complete each of them. The report would then take the total of the identified activities and create a time value for each Specialist, Branch, and IC.
    - The goal of the benchmarking process was to obtain time estimates from experienced staff members. Experienced staff members were selected by CSD Leadership to help set optimal or ideal times for each activity. The process was to conduct a survey, hold a focus group to discuss the survey results, and then have CSD Leadership review/edit/approve the final times for each activity.
    - We discussed that access is limited to CSD Leadership (Director, Deputy Directors, Branch Chiefs, and some Team Leaders). If anyone in CSD feels they should have access, please contact your supervisor.

- *New Labor Relations Module*

    - Launched on 09/30/2013, the Labor Relations Case form/workflow tracks Labor Relations (LR) case information. This form/workflow is used to document the activities, major events, and history of LR cases (Information Requests, Negotiability, Negotiation, Negotiated Grievances, Representation, and Unfair Labor Practices).
    - The Labor Relations Matter form is used to link or relate many Labor Relations Cases together that share a common overarching issue.
    - The Employee/Labor Relations Consultation workflow tracks consulting activities performed by Employee Relations (ER) and Labor Relations (LR) staff. This form/workflow tracks ER and LR related activities such as drafting documents, conducting research, delivering training, and providing guidance. Additionally, this form tracks the work related to 'Other' activities such as EEO requests, CIVIL inquiries, FLRA hearings, and MSPB appeals.
    - Eight LR-specific Reports were built as part of this enhancement.

- *Reemployed Annuitant Notification and field changes*

    - To ensure that WRD/BPLB is aware of new hires who are reemployed annuitants, we made the following Appointment form changes and created a new email notification.
        - Instead of Yes/No, we modified the drop down list to include if the new hire will receive a waiver of offset or not.
        - The next morning at 6:00am, if the CSD staff member indicates that the new hire is a reemployed annuitant and saves the form, the servicing Benefits Specialist will receive a notification. *The body of the email and the instructions will differ if the new hire has a waiver or not.*
        - We discussed that some actions are identified incorrectly, which causes emails to be sent in error. It was discussed that staff should leave the field blank until they are sure that the selection is correct.

- *DPSAC Tentative Job Offer Notification and field changes*

    - To assist CSD and the Division of Personnel Security and Access Control (DPSAC) with the new OF-306 security process and to ensure our new hires meet initial suitability requirements, the WiTS and Onboarding Manager Teams worked together to create a new email notification and make some changes to the Appointment form:
        - Once the appointee responds to the Tentative Job Offer, you will be asked to indicate if the new hire requires a new OF-306.
        - If the new hire requires a new OF-306 and the Official Job Offer has been made, you will be asked to indicate when the OF-306 was assigned (this triggers the email to DSPAC).
        - Four days after the 'Date OF-306 Assigned', DPSAC will receive a notification. DPSAC should be responding to this email within 2 days to confirm that the official job offer can be made.
        - We discussed that this email only applies to certain Pay Plans and Duty Locations (this is due to DPSAC requirements).
        - The group was reminded to see the CSD Reminder Email Guide for the details of this email and all others for CSD: http://intrahr.od.nih.gov/hrsystems/staffing/wits/documents/CSD_Reminder_Emails.pdf

- *CSD staff granted access to the Senior Level Pay Activity (SLP) Report*

    - Per CSD Leadership request, and CSSED Leadership approval, the *Senior Level Pay Activity Report* was added to the CSD Report List. This report contains information regarding pay cases that are submitted to the Compensation and Senior/Scientific Employment Division (CSSED) for review, which are then are routed to a Reviewing Committee (NCC, NCCP, etc.) for recommendation, and then to Building 1 officials for a decision. You can use this report to find helpful information such as when the case was submitted, when it was routed to committee, and when a decision was made.

- *Certain SLP data fields added to the Comments field on the Status Report*

    - This enhancement was made as a result of feedback received from last year's WiTS Climate Survey and directly from users**.** Many individuals told us that they wanted to see more information regarding Senior Level Pay Cases on the Status Report. To help communicate information and status on Senior Level Pay Cases, we added a number of fields to the comments section on the Status Report.
    - These fields are now auto-populated in Comments section for Senior Level Pay actions:
        - CSD Branch Chief
        - IC Contact
        - Proposed Category, Pay Band, and Tier
        - Reviewing Committee and the date they met
        - Building One's Decision Date
        - Approved Professional Designation
        - Approved Total Compensation
        - Date IC was notified of the outcome

- Bargaining Unit Status Codes Updated

    - We modified the JC/PN Request form and ER and LR forms to accommodate the BUS Code changes in Capital HR. Please contact your LR Specialist if you have questions about which BUS Code to use.

- Updated Online Tutorials

    - Sam reported that we are in the midst of updating all of the WiTS online tutorials. There have been three updated tutorials completed so far; How WiTS Works, Report Basics, and Your Work Area Page. The next tutorials that will be updated are Classification, JCPN and Retirement. Please remind your branches to take a look at these tutorials as they come out. All should be updated by the end of May 2014.

➢ <u>Working on:</u>

- EOD Date Deadline Email
    - Per CSD Leadership Request, we are designing an email to ensure that selections made from a certificate of eligibles EOD within 180 days of the Hiring Decision. This email will go live on Tuesday, January 28th.
- Time to Hire/Recruitment bi-weekly email
    - Per CSD Leadership Request, we are designing a bi-weekly email for Team Leaders and Branch Chiefs that reports Time to Hire data and Recruitment information.
- Capital HR Lookup/Interface to Selected CSD Forms and Benefits Form
    - Launching mid-February. We are integrating data from Capital HR and the NIH Enterprise Directory (NED), through nVision, to autopopulate the employee's Name, Email, Employee ID, Position, and Pay Information on a number of WiTS forms - Award, Benefits, Career Change, Change in Work Schedule/Hours, Leave Without Pay (LWOP), Return to Duty, Separation, and T42 CRS Conversion & Supplemental Pay. We plan to integrate the Appointment and Special Pay forms at a later date.
    - Mike gave a brief demo of the new functionality and thanked the Super Users who participated in testing.

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- The group was very excited about this new feature and the testing has gone very well. We estimate that it will save roughly five minutes per action. Will hold one or two webinars for CSD and BPLB to demo this new feature to end users.

- Enhancements to the Appointment form/workflow

  - The WiTS Team is in the early stages of enhancing the Appointment form/workflow:
    - Adding a DPSAC workflow
    - Incorporating Comm. Corps hires
    - Creating an EOD Dashboard
    - Incorporating Title 42 Appointments (enhanced tracking)
    - Linking Appointment and Benefit workflows
    - Adding features related to Onboarding

    One member of the group suggested adding the CAN to the security investigation email that is sent to the AO before the appointee starts - the WiTS Team will look into this change.

➢ <u>Training/User Support</u>

- Delivered:
  - WiTS Recruitment to the Nth Degree (11/14)
  - Where to Find Your WiTS (11/19)
  - WiTS HR Systems Access Requests (11/20)
  - WiTS Troubleshooting and Things You Probably Didn't Know (12/4)
  - WiTS Appointment – The Whole Nine Yards (12/11, 1/10)
- Upcoming:
  - WiTS CSSED Training – Senior Level Pay and Related Reports 1/28
  - IC Reports Training - 2/25
  - Recruitment to the Nth Degree 3/26
  - Where to Find Your WiTS – 4/15
  - The Super User's Entrance into the WiTS Database – 4/30

Reminders:

➢ All training is posted on our Support Page: http://hr.od.nih.gov/hrsystems/staffing/wits/witssupport.htm

➢ We also plan to hold a CSD Basic Reports and Basic training in early 2014, but we are still working on a location.

➢ <u>Reminders/Guidance/Discussion</u>

- CSD Email Rejuvenation
  - Sam reported that a focus group was held on January 10th to discuss how to improve the CSD Reminder Emails. We received a lot of good feedback and will reconvene with the focus group on Tuesday January 28th to discuss what changes we will be moving forward with for leadership approval.
- Capital HR Downtime (1/10 - 1/21)

- New Issue Category - "WiTS – Moving/Forwarding/Routing Actions"

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- Negy reported that a new issue category has been added to the HR Systems Support menu for WiTS that will help users accurately identify their issue and will help the Team quickly troubleshoot issues they receive.

- Unaudited Certificate Email (USAS Interconnection Issues)
  - Mike reported that the WiTS Team was recently made aware of a few issues regarding the interconnection between OPM/USA Staffing and WiTS. This issue has had an impact on the WiTS 'Unaudited Certificate Email.' *This email was designed to alert HR Specialists if they have not audited a certificate in USA Staffing.* Because of these issues, we have stopped the email notification.
  - Through NIH's help, OPM was able to identify a "back-end" code issue on USAS that prevented us receiving the data. OPM is working on a solution to fix the issue. Until the issue is resolved, the email will remain off. This issue also impacts the DEU/DH reporting tools that are available to the DEU and IOOB – Metrics Team.
- HR Systems Support and HR Systems Access Modifications
  - Negy provided the following HRSS and HRSA updates:
    - HRDB is being sunset and we will be removing it as a system on the HRSS form on 1/31. A SU asked how they would be able to get this information from nVision, and we advised that they should go to the nVision page on the IntraHR site for more information, as HR SAID's HRSS Team does not grant this access.
    - HREPS was added to the HR System Access form. A SU asked whether there should be at least 2 users in each Brach (currently there is only 1) in case the HREPS user is out. A suggestion was made to have a list of all HREPS users distributed so that someone could access the system for another Branch if needed. The question was referred to Courtney Belmont and the answer will be forwarded when available.
    - Negy reminded the group that when requesting access to HHS Careers (USAS), the user should also be requesting access to the Onboarding Manager system. One SU from the DEU asked if they should have this access. The question was referred to Courtney Belmont and the answer will be forwarded when available.
- New Title 42 pay plans
  - Mike reported that OPM and HHS are working on getting new pay plans for Title 42 employees. Once approved, these will be added into WiTS. There were issues with the use of HG and HF, so new plans are being developed.
- Who is WiTMAN?
  - Sam introduced WiTMAN and clarified that he is NOT Mike ☺
  - WiTMAN is what WiTS would look like if he were human. 'Born' in December 2013, he is the new mascot of WiTS and can be found in all of the online tutorials as well as other WiTS communication.

III. Next Meeting: April TBD