WiTS Super User Group
Meeting Minutes
July 8, 2014
1:00pm – 2:30pm
East Jefferson 6th floor & webinar/telecom

Attendees:

Name	Division/Branch/Unit
Debbie Breedlove	CSD/Branch A
Jaime Arreguin-Avila	CSD/Branch C
Gary Moyer	CSD/Branch C
LaVonne Lewis	CSD/Branch D
Pasquale Speranza	CSD/Branch E
Angela Davis	CSD/Branch F
Maryann Postorino	CSD/Branch F
David Wittenberg	CSD/Branch G
Thomascene White	CSD/Branch H
Taleva Hall	CSD/Branch I
Florence Fleming	CSD/Branch I
Karen Harris	CSD/Branch J
Johnny Ivanovich	CSD/Branch J
Lydia Greene	CSD/GRU
Jeff Middlebrooks	CSD/DEU
Stephanie Jackson	WRD/FA Unit
Patrick McGrady	WRD ER/LR
Thomas Brown	WRD/BPLB
Jonathan Lappin	WSDD
Yireiza Williams	OHR - OD
Lisa Deveaux	OHR - OD
Wendy Winter	CSSED
Courtney Belmont	HR SAID/WiTS Team
Negy Afshar	HR SAID/WiTS Team
Mike D'Andrea	HR SAID/WiTS Team
Jennifer Potter	HR SAID/WiTS Team
Sam Lubel	HR SAID/WiTS Team
Terrye Verge	HR SAID/WiTS Team

I. Welcome

Mike opened the meeting by thanking everyone for coming and welcoming the group to our new space on the 6th floor of East Jefferson. Terrye stated that we now have our own training room and that the Team will be offering some in-person WiTS training when the room is fully set up and operational.

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

II. Updates

- <u>Major Work Completed/in Progress</u>

Completed:

- Courtney reported that we completed the build of the **new workflow for DPSAC and linked it to the existing Appointment workflow** and that this Enhancement was launched on May 5th. All Appointment Actions entered into WiTS on/after this date that list "Yes" as requiring a new OF-306 will automatically spin off a separate DPSAC workflow action. DPSAC will receive a separate sub-process action once the action has been routed to DPSAC – we encourage users to not send the action to DPSAC until the OF-306 has been signed/submitted by the new hire in Onboarding Manager. DPSAC will then have two business days to supply the OF-306 outcome review response before the final offer can be extended to the selectee. If DPSAC does not respond within two business days, then CSD can proceed with making the final offer.

    - ? A question was raised about how to handle Committee Members, who are not assigned an OF-306 in OM. Courtney stated that we will be re-labeling the form to ask if the new hire has an OF 306 assigned in OM to clarify. Mike also stated that we will be removing the system validation that restricts users from sending the OF-306 to DPSAC more than one, as we have seen a few issues with DPSAC cancelling their actions when either the OF-306 had not been assigned or completed by the new hire when the DPSAC action was sent to them.

- Courtney also reported that we have **linked the Benefits Form Processing workflow to the Appointment workflow**, also launched on May 5th. The Benefits process will be generated for all Appointment Actions entered into WiTS on/after this date with specific Nature of Action Codes (NOAC) after the Final Authorizer has completed the WiTS action. It is very important that the Final Authorizers complete the WiTS action as soon as the action has been pro'd in CapHR so Benefits is aware of the action and can be on the lookout for any benefit-related forms submitted in Onboarding Manager.

    - ? A question was raised as to whether the FA Group has been made aware of this and Courtney responded that the Team conducted a special webinar for the FA Group explaining all of these changes and reinforcing the fact that they need to complete actions in real time.

- Sam announced that all of the **WiTS Online Tutorials are now updated**. She reiterated that these are a good way for new staff to get acquainted with WiTS workflows and processes and urged the group to refer any new users they have to view them. She also asked that anyone who has an idea for a new Tutorial to contact her.

- Mike reported the completion of **the CSD Workload and Optimization Report suite for HR Assistants** on 6/2. He explained that these reports are heavily used by CSD Leadership to ensure that workload is balanced across staff based on the work that a particular IC may produce, as opposed to simply basing resource allocation on FTE counts within the servicing areas.

Working on:

- Mike reported that we have completed four very successful requirements sessions with representatives from CSD and CSSED (5/20, 6/10, 6/18, 7/7) on the **new T42 modules** we will be building. We are working on designing a web form that will offer IC staff the ability to submit Title 42 Appointments, Conversions, and Extensions. The forms will flow into existing CSD and CSSED forms/workflows. Mike stated that we anticipate being complete with requirements by mid-August. The tentative launch date for the pilot is February, 2015. The pilot will include three ICs.

- Mike stated that we are in the middle of development of the **WiTS Security and Permission Redesign, a change to the structure of WiTS that will offer staff the ability to have access to multiple Branches and OHR Divisions**. For example, the new design will allow an employee to work on Retirement actions and Branch G actions at the same time. Our anticipated completion date is August 15th. Terrye mentioned that due to the scope of this work, we will be taking WiTS offline on Friday, August 15th and that they will be getting multiple reminders of the planned outages as we get closer to the date. Mike also mentioned that shortly after the release, we will be holding a training session for the Super Users to discuss these changes and how they impact the HR Systems Access Request form and permissions in general.

- Mike demoed the new **Proactive Time to Hire Report**, which is designed to help report to help Client Services Division staff stay apprised of active Appointment actions contributing to the NIH's Time to Hire report. The intent of this report is to provide staff with information so that they can take a proactive approach to help ensure Appointment actions meet the 80 day hiring timeline goal. He stated that this will be a scheduled report using our report subscription service and will be made available, initially, to the Team Leaders. Branch Chiefs can also receive the report.

  The WiTS Team will be sending all of the Team Leaders and Branch Chiefs an email to set-up their report subscription. CSD Leadership expects every Team Leader to receive the report (for actions where they are listed as the TL) at least once a month; however, it is recommended to receive the report more frequently in-order to stay on top of Time to Hire data.

  - ? A question was raised as to why this report will be offered by subscription only. Mike explained that the reason for this approach is two-fold – this type of report is cheaper to build than a traditional WiTS report that is accessed by users from WiTS. Also, the report is designed to display all active actions in real-time so there are no date or other parameters to be selected.

  - ? Another SU asked why this report is only being established for CSD Team Leaders. Mike explained that the report may be made available to all CSD staff in the future, but that for now we are limiting it to TLs as a 'pilot' to ensure that it works for them.

- Mike stated that the Team has held several requirements meetings with representatives and leadership from CSD, WRD, and WSDD to discuss the development of a **new Entrance on Duty (EOD) Dashboard and Report**, and we are targeting completion by the end of FY2014. The purpose of the new Dashboard/Report is to help keep up with incoming new NIH employees and ensure that they are all set when they report for Orientation.

Related to this project, we will be modifying the Appointment form to allow for the tracking of Work Permits, clarification of the DPSAC fields to account for Advisory/Council members who do not go into Onboarding Manager, and the removal of the auto-population of the Official Job Offer dates. Currently, the Appointment form auto-populates the Official Job Offer and Official Job Offer Response when the appointee accepts the tentative job offer and there are no additional approvals. This is an issue because users must indicate when the OF-306 was assigned in Onboarding Manager if the Official Job Offer is complete. This confuses users as they cannot make the Official Job Offer until the OF-306 has been approved.

A SU stated that many staff wait until right before job offer to enter Appointment actions in WiTS and that the Appointment actions must be entered in WiTS earlier in the process to make this work. The Team agreed.

- Sam reported that we are building a **new 'WiTS Releases & Release Notes'** page on the WiTS section of the OHR website and that it will be launched this Friday (7/11). She stated that the Team recognizes how difficult it can be to keep up with all of the emailed user notices that we send about enhancements and changes we make in the system, and the new page will display the name of the change, the date it was launched, the purpose of the change and links to any related QRG/or User Guides.

- <u>Training/User Support</u>

Delivered:

- Negy reported that we held a new webinar, *The Super User's Entrance into the WiTS Database*, on 4/30. This session explained how data is entered and stored in the WiTS database and how it is used in reports. The session also covered now Admin Codes are added and modified in the database, and how data corrections are performed.
- Courtney reported that we conducted two DPSAC/Benefit Workflow Webinar Overviews for CSD & WRD on 5/6 and 5/8 and had a total of 26 participants, mostly from CSD.
- Courtney also stated that we conducted a special DPSAC/Benefit Workflow Webinar Overview for the Final Authorizer Group and that all FAs attended, including the FA Unit Chief. Group – 5/29
- Mike reported that we held a successful Basic WiTS Training for Labor Relations Users session on 6/24 and had 7 attendees.

Upcoming:

- Mike informed the group that we will be offering a Basic WiTS Report Training for CSD Users webinar on 7/22 and a WiTS Job Code/Position Number Requests Basics session on 8/19. There is still plenty of space available for these sessions.

- Mike asked the group to be on the lookout for a Basic WiTS Training for CSD Users this Fall, as we will be scheduling an in-person session now that we have a permanent office space and training room. CSD Training TBD (Fall, 2014).

- Mike also shared the following reminders about training in general:

    - Please ensure you follow any branch/office procedure before registering for a training session.

- The WiTS Team welcomes contract staff to attend. However, contract staff must consult their Program Manager or Supervisor to determine if their contract allows them to attend training.
- Please take the training evaluation surveys. We understand that we are surveyed out, but the WiTS Team is rated against your feedback and it is also a method for us to collect enhancement ideas.
- The WiTS Team cannot conduct 1 on 1 training sessions. We are required to have at least eight people attend a training course. If you wish for the WiTS Team to come to your branch/office to conduct a targeted training sessions, please contact us.

➢ Reminders/Guidance/Discussion

- HR Systems Support updates
    - Negy informed the group that we have made multiple changes to the HRSA form including: adding GRB Platform, updates to eOPF roles, new HR CARDS roles.

- Inactive Admin Codes
    - Negy also stated that the annual Admin Code Audit we perform is now quarterly, and that we have automated the process so that there is no more SU work needed. In the past, the Team had sent out spreadsheets to SU for their serving areas and asked that they enter tickets to add any codes that were active in Cap HR but not WiTS, and/or enter tickets to modify any descriptions that were inaccurate. We now track whether or not an Admin Code in active and have modified all WiTS forms to show a message when an inactive Admin Code is being used.

- Labor Relations Consultation - Case Lookup Modifications
    - Mike briefly reported that we made a modification to the Case Lookup feature on the Labor Relations form to display the first 25 characters.

- Unaudited Certificate Reminder Email
    - Mike announced that the Unaudited Certificate Email has been turned back on as of 6/18. He briefly explained how the USA Staffing/WiTS interface works, and stated that as a result of some issues with the data feed, this email was turned off earlier in the year. However, a fix was applied, and after a thorough and lengthy review of the USA Staffing Interconnection data and concurrence with leadership, the Unaudited Certificate Reminder Email was reinstated. Additionally, the email was redesigned to be more user friendly. The email is sent 10, 20, and 30 days after the latest certificate expiration date on the WiTS Recruitment form for any certificate in USA Staffing that has not been audited. For more information on this email, please visit page 17 of the CSD Reminder Email User Guide.

- EOD Date Deadline Email – Change in Merit Promotion Plan
    - Mike stated that the WiTS Team was notified that the Merit Promotion Plan was modified with new language on when a selectee must EOD. Now, a selectee must EOD within 6 months of the certificate expiration date instead of the hiring decision date. The EOD Date Deadline email will be modified to

accommodate this change. We estimate this change to be complete by July 11th.

- A question was raised as to whether the 6 month deadline would be extended if the certificate was extended. Mike stated that that is more of a policy question than a system question and let the group know that we would reach out to CSD leadership.
    - Follow up: We have been informed from CSD Leadership that if the cert is extended, the 6 month period will be extended.

- Recruitment form modifications
    - Mike reminded the group that the security clearance level of the position has been added to the Recruitment form on the Pre-Recruitment tab. The values in the drop down field match what is in USA Staffing with the exception of 'N/A' and 'Other'. While these are options in USA Staffing, CSD Leadership has determined they are not appropriate selections for use in vacancy announcements.

        - A question was raised as to what to do about actions where there is no security clearance needed or when none of the choices are applicable. Mike stated that this field is only required on the Recruitment form, and Courtney stated that policy is in place such that all positions that are advertised must list the needed security level.

- Locking of HR participants when sent to DE for final audit
    - Mike informed the group that we have modified the Recruitment form and workflow so that when an action is sent to the DE for final audit, the Branch Chief, Team Leader, Specialist, Assistant, and SPA (Final Authorizer) are locked and cannot be changed. The option for the DE Internal Reviewers to send the Recruitment action back to the Branch will be removed. The reason for this modification is that until the Recruitment action is complete and sent to Archives, it remains active. If the Branch HR Specialist (or other staff member) who worked the Recruitment action leaves CSD or changes Branches before it is complete, it must be assigned to someone else. This can result in report discrepancies.

- Single Sign On issues
    - Jenn acknowledged the continuing issues users have been having accessing WiTS early in the morning and later in the evenings and explained that the '500 error' is a timeout error as result of inactivity. She explained that we have been working with OIT and CIT to resolve this issue, and that a fix is scheduled to be applied to the server on the night of 7/9. She also informed the group that the Team is exploring other options to mitigate this issue including moving to another server.

- Round Robin
    - A SU asked if there was a way that we could highlight negative numbers or actions over 80 days on the Recruitment KPI Report so that these items could quickly grab the staff's attention. Negy stated that we will not be able to use

highlight, due to 508 compliance, but that we could use bold font or a different color. The Team will look into this suggestion.

- A SU asked if we could display the VIN # in one of the columns on the WiTS Work Area Pages so make it easier to search/find actions related to a specific USAS VIN. This was discussed and discarded because there can be multiple VINs associated with a single Recruitment. The possibility of adding a display of the VIN on the main view of the Hiring Timeline Dashboard was also discussed. In regard to this suggestion, another SU mentioned that the Dashboard already displays the Vacancy Announcement Number, which contains the VIN. The idea of creating a separate BizCove just containing Recruitment actions to facilitate searching was discussed and approved by the group. The Team will schedule this work.

- A SU asked if we could link the JC/PN request process to the Appointment form. The group discussed the fact that these used to be linked years ago, and that it was removed due to multiple issues with initiating and cancelling multiple requests. It was brought up that. Back then, the JC/PN was linked by a separate tab within the Appointment form and not as a sub-process. Another SU mentioned that it can be frustrating as a Branch PM Reviewer because of the inability to edit requests after they have been sent to the PM Team. Mike mentioned that Position Management in general and the JC/PN process specifically is being reviewed now in conjunction with the move to EmpowHR (NFC) and Terrye stated that suggestions that the SU have to improve the form and process can be rolled into a planned FY2015 Enhancement.

- A SU asked if we could add a link to the Change in Work Schedule/Hours workflow to the Appointment process. Mike responded that the processes follow different paths and end in separate places (FA vs. PM Team). Another SU suggested that we add fields to the Appointment form to capture tour hours and full/part time for this purpose. The Team will review this idea and possible schedule a follow up meeting.

- A SU asked if there was a way to track group awards in one WiTS action. Currently, an Award action is entered for each recipient of a group award, with the other recipients listed in the 'Group Recipients' text box. This needs to remain as is for a number of reasons: 1) The actions are processed individually in Capital HR; 2) Different HR staff members may work on the award actions within the group; 3) IC's can nominate people outside of their organization for an award (e.g., NCI gives an NIDCD employee an award). Using that example, Branch A and Branch I will need to work the action; 3) The Effective Dates may be different for each action; 4) The award amounts may be different; and, 5) If the group members are on one action then the WiTS# remains the same for all employees, which causes reporting issues.

- At the close of the meeting, Terrye reminded the group to share our discussions with their respective Branches, and suggested that they get a few minutes on the agenda at their Branch meetings to update their co-workers.

III. Next Meeting: September TBD

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