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

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**WiTS Super User Group**  
**February 25, 2015, 9:30a – 11:30a**  
**East Jefferson 6th Floor Conf Room/Web**  
**Meeting Minutes**

### Attendance:

<table>
<thead>
<tr>
<th>Name</th>
<th>Office/Branch</th>
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<tbody>
<tr>
<td>Debbie Breedlove</td>
<td>CSD/Branch A</td>
<td>Lisa Deveaux</td>
<td>OD OHR/ADAM</td>
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<tr>
<td>Christine van Bemmel</td>
<td>CSD/Branch B</td>
<td>Stephanie Jackson</td>
<td>WRD/FA Unit</td>
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<tr>
<td>Donnette Berrios</td>
<td>CSD/Branch E</td>
<td>Mike D'Andrea</td>
<td>SAID/WiTS Team</td>
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<tr>
<td>Maryann Postorino</td>
<td>CSD/Branch F</td>
<td>Sam Lubel</td>
<td>SAID/WiTS Team</td>
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<tr>
<td>David Wittenberg</td>
<td>CSD/Branch G</td>
<td>Jennifer Potter</td>
<td>SAID/WiTS Team</td>
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<td>Patrick Campion</td>
<td>CSD/Branch H</td>
<td>Negy Afshar</td>
<td>SAID/WiTS Team</td>
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<tr>
<td>Rhonda Edwards</td>
<td>CSD/Branch I</td>
<td>Courtney Belmont</td>
<td>SAID/WiTS Team</td>
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<tr>
<td>Douglas Bruno</td>
<td>CSD/Branch J</td>
<td>Terrye Verge</td>
<td>SAID/WiTS Team</td>
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<tr>
<td>Jeff Middlebrooks</td>
<td>CSD/DEU</td>
<td>Laurie McClintock</td>
<td>SAID/TMWSB</td>
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<td>John Mays</td>
<td>CSD/CU</td>
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<td>Brendan Gaughan</td>
<td>CSD/GRU</td>
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<td>Wendy Winter</td>
<td>CSSED</td>
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<td>Thomas Brown</td>
<td>WRD/BPLB</td>
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**Not Represented: CSD Branches C, D, WSDD, WRD/ER-LR**

### I. Welcome

Terrye welcomed the group and wished them a happy new year. It was discovered that another CSD meeting was scheduled for the same time and acknowledged that many CSD SU would be unable to attend, and that some might need to drop from the meeting early.

### II. Updates

- **Major Work Completed/in Progress**
  - Completed:

  **EOD Dashboard/Report (12/1/2014)**

  Mike reported that the Entrance on Duty (EOD) Dashboard and Report were launched 12/1/2014 and were designed to help OHR staff with the onboarding of new employees and the processing of new appointment actions for existing employees. This tool contains six views: EOD Overview, Status—By Branch, Status—By IC, Status—Overall, Timeline, and Action Details.

  The EOD Dashboard/Report is used by CSD, WSDD, WRD, and other OHR staff who are involved in the New Employee Orientation session and the processing of appointment actions. The EOD Report is available from the Benefits, CSD, WSDD, and WRD Processors Report Lists within the WiTS Report Parameter Page. Dashboard access is reserved for OHR management officials.

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Mike mentioned that only a few people have accessed this report and encouraged the group to check it out as it can help with the onboarding of new employees.

**Appointment KPI Report (12/1/2014)**

Mike stated that the Appointment Key Performance Indicator (KPI) Report, launched the same day, displays measures of the performance of the NIH/OHR’s ‘in-processing’ and onboarding activities as compared to established Service Level Agreements (SLA) for key steps in the appointment process. To make these comparisons, WiTS calculates by counting the days elapsed for certain steps of the appointment process. The Appointment KPI Report is available from the Benefits, CSD, DPSAC, WSDD, and WRD Processors Report Lists within the WiTS Report Parameter Page.

Mike mentioned that only a few people have accessed this report and encouraged the group to check it out as it can help with ensuring appointment timelines are met.

**Proactive Benefits Report (12/5/2014)**

Mike informed the group that this subscription based report was designed to assist BPLB staff stay aware of active actions for new hires. The report displays all active actions where the Benefits Event is New Hire, Reinstatement (rehire), Transfer (in), or Reemployed Annuitant regardless if it was created from an Appointment through the Client Services Division or as standalone action created by BPLB.

**Proactive Final Authorizer Report (1/16/2015)**

Mike also mentioned that the subscription-based report was designed to help Final Authorizer staff stay apprised of active actions that are pending processing or that will soon be effective. The report displays active Appointment, Award, Career Change, Leave Without Pay (LWOP), Return to Duty, Separation, and Special Pay actions that have been sent to the Final Authorizer or actions with a Proposed Effective Date within 14 days of the date the report was generated (the ‘Run Date’).

Terrye stressed the importance of entering and updating WiTS actions in real-time, especially in light of the increasing amount of subscription reports being sent to Leadership and our IC customers.

- Working on:

  **HRSS Audit Automation**

Negy explained the current efforts that the Team is making to automate the Annual HR Systems Audit that the HR Systems Support Team performs. She stated that the automation is expected to decrease the amount of time this manual process takes – from 7 – 8 months down to about 1 – 1½ months. She explained how important it is that Super Users enter HR Systems Access tickets in a timely fashion so that the automation effort will be as successful as possible – she briefly explained the WiTS is systematically comparing the most recent HRSA ticket entered with the user’s current roles and permissions in the HR system, and generating a discrepancy report based on this data.

Terrye stressed that although the timely entering of HRSA tickets by SU is very important for the HR Systems Audit, it is **critical** to ensure that employees leaving the NIH (or changing roles, i.e. HR to IC) have the access deleted or modified as soon as possible to avoid situations where employees leave but still retain access to sensitive data.

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OHR-wide Administrative Requests Workflow

Sam informed the group that a new OHR wide administrative workflow is in development. This new workflow will be used in different capacities across OHR, however all administrative actions that are submitted to ADAM will be mandatory to submit through WITS. We expect to launch this new workflow by April.

Title 42 workflow development

Mike updated the group on the Title 42 project. He stated that the WiTS Team has held multiple requirements gathering sessions with CSD and CSSED. Currently, the WiTS Team is 50% complete with the new Title 42 Request form and workflow.

Designs are being finalized for the integration with the Title 42 Request form to the Appointment, Career Change, Recruitment, Special Pay, and Senior Level Pay forms. Report designs are in the early development stages. The WiTS Team expects the pilot with NIDDK, NINDS, and NHLBI (serviced by Branch G) to begin sometime in July.

Updates to Appointment and Benefits forms based on extension of FEHB coverage for temp employees

Courtney informed the group that the Team is currently finalizing requirements to update the Appointment and Benefit forms to include information on temporary employees who are now eligible for FEHB and Flexible Spending Accounts (FSA). We are anticipating the updates to these forms be released in the coming months. In the meantime, it is very important for CSD to ensure that the EOD Checklist is routed to the Final Authorizer with the appointment package before the new hire’s EOD date, so BPLB is aware of which new hires are eligible for the limited benefits only (this way they know who to tell to report to the BPLB Office in the afternoon vs. staying for benefits presentation during NEO). We are also making a minor modification to the EOD report to include NTE dates so BPLB can also determine which new hires are eligible for FEHB and FSA.

Developing reports for WRD RE: Senior Level Pay Actions, JCPN Requests, and Change in Work Schedule Requests

Courtney also briefly mentioned that the additional reports will be available to WRD Leadership to show outstanding actions and summary data on closed actions for each form type.

Training/User Support

- Delivered:

  Sam reported that our latest session of Where to Find Your WiTS was conducted on 2/10/2015, and went very well. She let the group know that we specifically reached out to new OHR employees to invite them to the session and that targeting helped us let new users know about the system resources available to them.

- Upcoming:

  Mike let the group know that there are still seats/spots available for the following upcoming trainings:

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• Report Training for CSD Leadership – February 24th  
• Basic Training for Administrative Users – March 10th  
• Basic Training for CSD Staff – March 31st and April 1st  
• Reports Training for CSD – April 28th  
• Recruitment to the Nth Degree – May 13th  
• Appointment the Whole Nine Yards – June 10th

He also let the group know about the Team’s new WiTS Green Bags – informal sessions on specific topics for certain division. The first Green bag will be held March 18th, will be for CSD on the topic of Appointments.

Terrye asked the group to let their colleagues know about these and to encourage attendance so that the Team will be able to provide more of these types of sessions in the future.

Reminders/Guidance/Discussion/Other Enhancements

Enhancements to the Retirement Form and Report (11/3/2014)

Mike let the group know that the Team has made the following updates to the Retirement Form and Report:

• Added a new field ‘OPM Disability Retirement Decision’ to the BPLB – Retirement Application Processing Information tab.
• Removed the ‘Is the Request Complete?’ field on the ‘Request Information’ tab
• Removed the ‘Is the Application Complete?’ field on the ‘BPLB Retirement Application Processing Information’ tab
• Added a Comments and Workflow Emails row on the Retirement Activity Report (Total Drill Down)
• The Comments field displays the contents of the ‘Comment’ feature located in the toolbar of every action
• The workflow emails are the notifications sent throughout the process using the various routing menu options

Un-submitted HRSS tickets deleted after 14 days (11/12/2014)

All HR Systems Support tickets that users create but do not send to the HRSS Team are now automatically deleted after 14 days, with an email sent to the user letting them know. This is to cut down on the number of ‘abandoned’ tickets that users may begin but then forget about.

Super Users included on emails for data correction tickets (11/12/2014)

As unanimously decided on at the last SU meeting, all emails related to Data Corrections that are sent to users are also sent to the associated Super User (as a cc) to keep them in the loop.

Applicant Roster Report redesign (12/1/2014)

Mike let the group know that the Applicant Roster Report was modified as follows:

• A new column “Applicant Flags” was added that includes all of the flags associated with the applicant.

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• Interactive sorting was added to the ‘Last Name’, ‘Final Rating’, ‘Claimed Veteran Preference’ and ‘Adjudicated Veteran Preference’ columns.
• Other minor cosmetic changes were also applied.

Jeff Middlebrooks of the DEU asked if it would be possible also include CTAP/ICTAP eligibility in addition to the Applicant Flag on the report. Jeff stated that some applicants indicate they are eligible for priority placement in their application, but do not answer the CTAP/ICTAP eligibility question, which sets the Applicant Flag. The WiTS Team researched this inquiry shortly after the meeting and found that this information is not included in the USA Staffing interface data feed, and therefore cannot add it to the report.

*Removal of ‘Advertise Job’ and ‘Staffing System’ used on the Recruitment form (12/5/2014)*

The Advertise Job and Staffing System Used fields were removed from the Vacancy Announcement Information tab.

*Added VIN to the DEU emails in the Recruitment workflow (12/5/2014)*

The VIN was added to the DEU emails in the Recruitment workflow.

New Email when the Branch HR Specialist routes the Recruitment action to the DEU using the “Send to DEU (Other) Email” option.

*Appointment form date field validations (12/5/2014)*

Mike stated that the following business logic was added to the Appointment form to help improve data quality and reduce the amount of data correction tickets:

• The ‘Date of Hiring Decision’ must be greater than or equal to ‘Date Cert Sent to Selecting Official’
• The ‘Date Hiring Decision Received in HR’ must be greater than or equal to ‘Date of Hiring Decision’
• The ‘Date of Tentative Job Offer’ must be greater than or equal to ‘Date Hiring Decision Received in HR’
• The ‘Tentative Job Offer Response Date’ must be greater than or equal to ‘Date of Tentative Job Offer’
• The ‘Date of Official Job Offer’ must be greater than or equal to ‘Tentative Job Offer Response Date’
• The ‘Official Job Offer Response Date’ must be greater than or equal to ‘Date of Official Job Offer’
• The ‘EOD Date (report to duty)’ must be greater than or equal to ‘Official Job Offer Response Date’
• The ‘NTE Date’ must be greater than the ‘EOD Date (report to duty)’

Terrye also mentioned that the Pay Period calendar has been loaded into the WiTS database, and that certain dates (Effective Dates, EOD Dates, Orientation Dates, etc.) are now checked against that as users enter them and pop up messages appear when a date that is not at the beginning of a pay period, or is not a ‘normal’ orientation date is entered. She stressed that these are only intended to be helpful reminders to avoid data entry errors – if there is a valid reason for the date being entered, users should continue and the system will not stop them from entering any date they choose.

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Modification to creation of Benefit actions from an Appointment (12/5/2014)

Mike reported that instead of using logic based on the Nature of Action Code, a Benefit action will now be automatically created if the Eligible for Benefits field = ‘Yes’ and the Attending Orientation field is either ‘Full Orientation’ or ‘Presentation Only.’ Immediately after the Final Authorizer completes the action, a new Benefits action will be created and routed to the associated Benefits Assistant.

Senior Level Pay actions on CSD Status Report

Many CSD staff have inquired about accessing data related to Senior Level Pay actions. Please note that CSD has access to the Senior Level Pay activity report and Senior Level Pay actions are displayed on the Status Report. In addition, the following information was added into the comments section for Senior Level Pay actions on the Status Report in December of 2013:

- 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

Forwarding Actions (use the Organizational Unit option)

Mike stated that the WiTS Team has received multiple inquires stating that they are no longer able to forward actions.

Mike demonstrated to the group how to forward actions using the ‘Organizational Unit’ instead of the Search feature. Terrye mentioned how important it is that you use the Organization Chart and NOT the WiTS User Groups bucket to avoid forwarding actions (and possible generating associated emails) to entire groups of people, some of which could be Senior Leadership.

Reference the Reassigning and Forwarding actions guide for more information:

Ensure complete packages are sent to the DEU for Final Audit

The WiTS Team recently received a request to force complete 150 Recruitment actions from FY12. The DEU was unable to complete these actions because they did not receive complete packages from the HR Specialist.

Please ensure that you provide the DEU all of the required documentation and wait until all certificates expire before routing for Final Audit. If you are missing documentation or need to update the action while it is with the DEU, you can access it through your Branch’s bizcove. This bizcove is located below your individual worklist. Jeff Middlebrooks from the DEU also stressed the importance of auditing certificates in USA Staffing in timely manner.

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Reference the Accessing/Updating Actions That Are With The CSD DEU for more information: https://intrahr.od.nih.gov/hrsystems/staffing/wits/documents/accessactionswitdeuqrg.pdf

Pathways Reminder Emails

A Super User recommended that we modify the language for the Pathway Reminder emails (Assign a Mentor and establishment of an IDP/structured training). On the second email that is sent, it was recommended that we tell the reader it is the second of two emails. This way the reader will know they will not receive any more notifications.

The group voted unanimously in favor of adding this language to the emails.

➤ Action Item for WiTS Team: The Team will make this change and notify the SU when it has been completed.

HR SAID Open House

Sam informed the group that the HR SAID Open house will be held on March 25, 2015 from 9AM-4PM on the 6th floor in the East Jefferson Building. There will be courses, games, information booths, photo booth, handouts, not to mention food and drinks. Visit the HR SAID Open House webpage on the OHR website to view the Video Advertisement as well as a list of all the courses/game schedules. It is recommended for everyone to register in advance.

We will be holding four games of Are You Smarter Than a WiTS Team Member? This game is a spinoff of the old game show “Are you smarter than a 5th grader?” Groups of four will play with one WiTS Team Member of their choice to see how many questions they can get right. At 10AM and again at 1PM we will host a version of this game that is focused on Reports, Dashboards and Metrics. At 11AM a version of this game will be focused on Workflow and Navigation elements. We will also be incorporating some OHR processes questions within these games.

Sam stated that we would like to have as many people attend as possible, and have the groups of four who are playing be diverse in regards to their OHR division. She asked the group to encourage their coworkers to attend.

Climate Survey Results

Sam reported that, overall, we had good results from our annual WiTS Climate Survey that was distributed back in December. Highlights:

• 80% of our CSD users were either satisfied or very satisfied with the system overall. Additionally, in the other surveyed areas we received the following percentages of satisfied or very satisfied responses: 85% for the enhancements, 93% for training, 80-85% of WiTS webpage content, and 80-90% for communication.

• 64% of our WRD users were either satisfied or very satisfied with the system overall. Additionally, in the other surveyed areas we received the following percentages of satisfied or very satisfied responses: 80% for the enhancements, 92% for training, 65-77% of WiTS webpage content, and 72-89% for communication.

We received numerous positive comments regarding our enhancements, customer service, and the system in general. We also received a few comments to consider for improvement such as the

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compatibility issue some users have experienced with IE 11, and suggestions to increase our interface between USAS and OM. Terrye stated that the Team really values the feedback that we get from the Climate Survey, and do our best to implement items that may be suggested. She thanked everyone who took the time to complete the Survey.

The meeting adjourned at 10:45a.

III. Next Meeting: May TBD ☀️