WiTS Super User Group
June 16, 2015 1:30p – 3:00p
East Jefferson 6th Floor Conference Room/Web
Meeting Minutes

Attendance:

Super User Name	Branch/Office	Super User Name	Branch/Office
John Mays	CSD – IOOB/CU	**Maryann Postorino**	CSD Branch F
Jeff Middlebrooks	CSD – IOOB/DEU	**David Wittenberg**	CSD Branch G
Kevin Fletcher	CSD – IOOB/GRU	**Shauntell Embrack**	CSD Branch H
Saimantha Kinsella	CSD – IOOB/GRU	**Jeanette Kimble**	CSD Branch I
Aurelie Eggert	CSD – IOOB/IOU	**Douglas Bruno**	CSD Branch J
Brendan Gaughan	CSD – IOOB/Metrics	**Wendy Winter**	CSSED
Debbie Breedlove	CSD Branch A	**Lisa Deveaux**	OHR OD (ADAM)
Christine Van Bemmel	CSD Branch B	**Thomas Brown**	WRD BPLB
Gary Moyer	CSD Branch C	**Stephanie Jackson**	WRD BPLB (FA Unit)
Jaime Arreguin-Avila	CSD Branch C	**Courtney Belmont**	SAID/WiTS Team
Deirdre Davis	CSD Branch D	**Sam Lubel**	SAID/WiTS Team
Lavonne Lewis	CSD Branch D	**Negy Afshar**	SAID/WiTS Team
Maretta Plater	CSD Branch E	**Mike D'Andrea**	SAID/WiTS Team
Angela Davis	CSD Branch F	**Terrye Verge**	SAID/WiTS Team

Not Represented: WSDD, WRD/ER-LR

****Note on attendance: at approx. 2:15p there was a fire drill at East Jefferson. The meeting reconvened; however, we may have lost some of the online attendees.**

I. Welcome

Mike and Terrye welcomed the group.

II. Updates

- Major Work Completed/in Progress

  - **HR Systems Support Audit Automation**
    Negy informed the group that the HRSS Help Desk Audit Automation has launched and that the HRSS Team began the audit of system users on June 2nd. The annual audit will now become an ongoing monthly audit that will ensure greater accuracy and is estimated to save hundreds of hours of time. Negy stated that the key to our audit success begins with accurate and timely HRSA submissions, and reminded the group to submit HRSA "Delete" tickets if/when they know one of their users is no longer at NIH/OHR, submit a "Modify" ticket a user has moved from their current organization to another OHR organization and submit a "New Access" ticket in cases of new users that need access to any HR systems. The HRSS Team will review the audit reports and will take action where appropriate. Super Users may be contacted to verify their information before an action is taken related to the user's access.

One of the SU asked if they could receive a listing of all of their users' access to all HR systems on a regular basis. Currently, the WiTS Team sends SU a listing of their users' WiTS access quarterly. The group agreed that they would like a list every quarter.

- **Action Item for WiTS Team:** The Team will reach out to SUs and identify which individuals would like to receive this information, and set up a WiTS Report Subscription for them.

- **Administrative Request Workflow**

  Sam reported that the OHR-Wide Administrative Workflow was launched on April 20th. This is a new workflow that tracks Administrative Requests across OHR and includes routing options to both WSDD for training requests and ADAM for all other requests. Beginning 4/20, it became mandatory that all Administrative Requests that need to be submitted to ADAM, be submitted through a WiTS ticket. Currently, each OHR Division is using the system a little differently. CSD has designated their Admin POCs for each branch to be responsible for submitting requests on behalf of their branch staff. These POCs are then responsible for completing and/or routing the action forward. WRD, PPAG, and CSSED have designated Division Admin to be responsible for submitting requests on behalf of their Division and then completing and/or routing the action forward. WSDD operates a little different, as they also have a Training Approver role. This person is responsible for reviewing the training requests that are sent to WSDD from OHR. They have also assigned a few WSDD Admin folks who are responsible for submitting requests are behalf of their Division and then also completing and/or routing the action.

  One of the SU asked if there should be two Admin POCs for each Branch, as hers only has one. Sam advised her that we received a list of Admin POCs from CSD Leadership when we launched, but that it would be a good idea to designate another for backup purposes, and that she should contact CSD Leadership to get approval. We can add another to the workflow when/if approval is granted and an HRSA ticket is entered.

- **Title 42 workflow (pilot)**

  Mike reported that the Team is building a new process for Title 42 requests to Appoint, Convert, or Extend a Title 42 employee (g and f) or when starting a new T42 (f) recruitment, converting someone into T42 (f), or potentially recruiting to prove exhaustion. The new workflow will track key touch points and approvals in the appointment, conversion, extension, and recruitment processes. The Title 42 Request form will be integrated with the Appointment, Career Change, Recruitment, Special Pay, and Senior Level Pay workflows. New reporting functionality will be available and the data will move the NIH toward a more reliable source of Title 42 workflow/tracking data. The pilot ICs using the workflow will be with NIDDK, NINDS, and NHLBI – launch date is 8/17/2015 and will last for at least six months before going NIH wide.

One SU asked if she could attend the Title 42 training so she could get a look at the new form/workflow. Mike gave the group a very brief demo after the meeting concluded.

- **FY16 Enhancements**

  Terrye reported that she will be discussing possible FY16 WiTS Enhancements with OHR Division Directors in the next month or so, but capacity for major items in the near future will be limited due to other major work on the Team's schedule. After Title 42 is launched, the Team will be working on an upgrade of BizFlow software to a newer version and form changes so that WiTS can be used with higher versions of Internet Explorer and other browsers (Firefox, Chrome, etc.). She stated that a software upgrade is a major undertaking that we will experience some down time related to it. We will also be working on system modifications to maintain/enhance our WiTS interface with USA Staffing (Upgrade), probably beginning early next year.

  Terrye thanked the SU group for passing along enhancement ideas and suggestions and asked the group to keep them coming. She stated that even though we have a packed schedule, there may be small things that we are able to do and that larger suggestions are always kept by the Team for future work.

➢ <u>Training/User Support</u>

Mike, Sam and Courtney reported that the following training has been delivered since the last SU meeting:

- Basic WiTS Reports Training for Administrative Users (3/10/2015)
  Successful training delivered to 30 IC staff members across the NIH
- WiTS Green Bag: Appointments (3/18/2015)
  15 attendees. We will be offering another Green Bag on July 28th with the FA Unit.
- WiTS Training for NCI Administrative Users (3/20/2015)
  14 attendees. Training delivered at NCI campus at Shady Grove
- Are You Smarter Than A WiTS Team Member? (4 sessions at Open House) (3/25/2015)
  The open house went really well. We had over 95 individuals stop by the WiTS booth during the day and roughly 50 people attended the *Are you Smarter Than a WiTS Team Member* sessions. Sam thanked all of our Super Users who volunteered to be participants during the game.
- WiTS Administrative Requests Training for Gatekeepers (4/2/2015)
- WiTS Administrative Requests Training for ADAM (4/8/2015)
- WiTS Administrative Requests Training for Requestors (4/9/2015)
  We provided three separate trainings for the Administrative Workflow in order to better target the audiences. The first was on April 2nd and this was for the Gatekeepers, these are the designated Admin folks within each Division. Then on April 8th we held a session specifically for ADAM. On April 9th we held a session for all those who would be requestors in the system.

- Basic WiTS Report Training for CSD Users (4/28/2015)
  7 attendees. Training delivered at East Jefferson, HRSAID Training Room
- WiTS Training for NIAAA Administrative Users (5/14/2015)
  13 attendees. Training delivered at 5635 Fishers Lane, Rockville MD
- Recruitment to the Nth Degree (5/27/2015)
  10 attendees. Training delivered at East Jefferson, HRSAID Training Room
- CSD Basic Training (6/2 & 6/3/2015)
  17 attendees. Training delivered at East Jefferson, HRSAID Training Room
- Appointment – The Whole Nine Yards (6/10/2015)
  Sam stated that this session was postponed due to the fact that the majority of student registered for it had attended the WiTS Basic training for New CSD Users the week prior, a class that had been rescheduled from earlier in the year due to conflicts with other OHR training and events. We hope to offer this later this year.

- Upcoming:

  WiTS Super User HR Systems Access Training (7/7/2015)
  Negy stated that we are offering this training specifically for our Super Users. Over the past several months we have welcomed many new Super Users to our group and have also made many changes to our HR System Access process and form. The training will include an overview of the basic roles and responsibilities of a WiTS Super User, details on how/when to submit HR Systems Access requests, when additional approval for access is necessary, and a full review of the Permissions and Security User Guide. It is strongly encouraged that each area has at least one representative at this session, and in person attendance is preferred.

  Mike reported that the following training sessions have been scheduled in preparation for the launch of the Title 42 workflow:

  - Title 42 training for Branch G and GRU (7/29, 8/4, and 8/6/2015)
    The WiTS Team will provide training on the Title 42 workflow and other related changes to Branch G and GRU as they will be part of the pilot.

  - Title 42 training for NIDDK, NHLBI, and NINDS (7/21, 7/27/2015)
    The WiTS Team will provide training on the Title 42 workflow and other related changes to NIDDK, NHLBI, and NINDS as they will be part of the pilot.

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

- Which SU should be responsible for entering HRSA tickets when users transfer or when they need access to additional branches.

  Negy reminded the group that in the case of an OHR user being assigned to a different branch/organization within OHR, the Super User of the Branch who is losing the

employee should submit a "Delete" HRSA ticket to the Help Desk requesting to remove all HR Systems access for the employee. The Super User of the branch/organization who is gaining the employee should submit a "New" HRSA access ticket with the new roles/permissions to any of the HR systems that the employee will need.

- NTE Date and Length of Appointment Data Added to Orientation, EOD Dashboard/Report (3/4/2015)

  Mike reported that on March 4th, additions to the Orientation and the Entrance on Duty Dashboard/Reports were released. The changes were made based on the recent expansion of federal health benefits to certain temporary employees. Staff involved with the New Employee Orientation (NEO) can use these added fields to assist with determining new hire health benefit presentation attendance and other related activities.

  Orientation Report:

  - New column displaying the appointee's or employee's Entrance on Duty Date and Not to Exceed Date
  - New column displaying the length of appointment
  - Other minor cosmetic changes were applied

Reminder*: Running the Orientation report by the 'Orientation Date' will only include actions where the new hire is scheduled to attend NEO (Full and Presentation Only). Running the report using any other date field will return Appointment and Career Change actions (i.e., Extensions, Career-Ladder Promotions, Conversions, Change to Lower Grade, Details, and Temporary Promotions).*

Entrance on Duty Dashboard/Report

- New column displaying the length of appointment was added to the 'Status-Overall' and 'Action-Details' drilldown reports.

- Updated Guidance on Tracking Multiple Selections (Appointment User Guide) (3/25/2015)

  Mike stated that after our past few training sessions, discussions at our 3/17 WiTS Green Bag, and analyzing web trends, the WiTS Team has moved the content contained in the *Tracking Multiple Selections and Declinations Guide* into the Appointment User Guide for CSD Branches . With the help of our Information Management Team, we discovered that the Appointment User Guide was one of the top 15 downloaded documents on our entire OHR website over the past year, and that the *Tracking Multiple Selections and Declinations Guide* was rarely accessed.

  The new Appointment User Guide is now your one-stop-shop for guidance on tracking Appointment actions, which includes information on Additional Selections and Shared

Certificates. Along with other changes, you will notice a new appendix. This appendix defines commonly used terms and outlines all of the various scenarios on what date to use for Additional Selections and Shared Certificates. It answers such questions as: what dates should I use on the Appointment form when my manager's 1st selection declines the position and another selection is made?

- Modifications to the PCA, Retention Incentive, On Call Pay, and Appointment expiration notifications (5/4/2015)

  Mike announced a number of changes to our WiTS expiration notices:

  - **Special Pay - PCA, Retention Incentive, and On Call Pay Expiration Notifications:**
    - These notifications are now sent to the Branch Chief and all Team Leaders in the servicing CSD Branch, to ensure that all leadership officials in the Branch are aware of upcoming expiration dates.
    - *What did not change:* The timing (120 and 60 days before the NTE date and on the actual expiration date) and the language of the notification. The email will still be sent to the employee and the Administrative Officer on the original action.
  - **Senior Level Pay – Retention Incentive Expiration Notifications:**
    - Reminder notifications are now being sent from WiTS to the employee, Supervisor, Administrative Officer, and the CSD Branch Chief for renewals that need to be processed via the Senior Level Pay workflow. These notifications are sent 3 - 4 months before the expiration date.
  - **Appointment Expiration Notifications:**
    - These notifications are now sent to the Branch Chief and all Team Leaders in the servicing CSD Branch, to ensure that all leadership officials in the Branch are aware of upcoming expiration dates.
    - *What did not change:* The email will still be sent 45 days before the expiration date and the language will remain the same. Temporary Promotion and Detail expiration notifications are not affected by this change.

- Benefits Separation Actions Defaulting No on Applicable Forms Field (5/18/2015)

  Courtney informed the group that Benefits actions created as a result of a separation action will now have all forms flagged as "No" for being applicable with the exception of the SF-2809 FEHB form. The SF-2809 will remain blank so the Benefits Assistant knows to verify if the employee elected temporary continuation of coverage (TCC) for their healthcare benefits after separating from service.

- PGY Increases are not entered into WiTS as Pay Adjustments

  Mike reminded the group that Post Graduate Year Increases are still not to be entered as Pay Adjustments on the Special Pay form.

- Purging Inactive User Accounts - New Process

  Negy stated that licensed WiTS users that have left NIH, changed organizations, or have had no need to log into WiTS should have their accounts updated accordingly. As of 5/26, the WiTS Team has established a new process to run a report on a quarterly basis to identify the users that have not logged into WiTS for 90 days. If the employee is no longer at OHR/NIH, their profile will be deactivated. However, if the user is still an active employee of OHR but has not logged into the system for 90 days, the WiTS Team will notify the Super User to have the user log into the system if the profile is still needed. If the Super User confirms the profile is not needed they will inform the WiTS team whether the profile needs to be deactivated or modified accordingly.

  Terrye added that one of the main drivers of this new process has to do with the fact that WiTS licenses have a cost associated with them, and the Team needs to be sure that we are only spending funds where needed.

- <u>Around the Room</u>
  - There were no additional questions/issues raised by the group, and Mike provided a brief demo of the Title 42 form/workflow before the meeting concluded.

III. Next Meeting: TBD (Fall, 2015)