WiTS Super User Group
January 26, 2016 1:00p – 3:00p
Web Attendance Only
Meeting Minutes

Attendance:

Name	Division/Branch Office	Name	Division/Branch Office
Veronica Vanwagner	ASB	**Kevin Fletcher-Velasco**	CSD/IOOB Global
Wendy Winter	CPD	**Saim Kinsella**	CSD/IOOB Global
Debbie Breedlove	CSD/Branch A	**Aurelie Eggert**	CSD/IOOB IOU
Angela Newcomb	CSD/Branch B	**Brendan Gaughan**	CSD/IOOB Metrics
Christine Van Bemmel	CSD/Branch B	**Meghan Lloyd**	DSSEM
Karen Harris	CSD/Branch B	**David Barnhart**	HR SAID/HR Systems Solutions
Katie Rusert	CSD/Branch C	**Jen Levithan**	HR SAID/OD
Deirdre Davis	CSD/Branch D	**Brandon McCullough**	HR SAID/OD
Maretta Plater	CSD/Branch E	**Allison Kruszewski**	OIMP
Maryann Postorino	CSD/Branch F	**Joe Ciaravella**	OIMP
Rainey Chambers	CSD/Branch G	**Lori Gingell**	WRD/BPLB
Sara Valenzuela	CSD/Branch G	**Stephanie Jackson**	WRD/BPLB
Patrick Campion	CSD/Branch H	**Caviaunce Phillips**	WRD/ER-LR
Jeanette Kimble	CSD/Branch I	**Mike D'Andrea**	WiTS Team
Douglas Bruno	CSD/Branch J	**Negy Afshar**	WiTS Team
John Mays	CSD/IOOB/CU	**Sam Lubel**	WiTS Team
Jeff Middlebrooks	CSD/IOOB DEU	**Terrye Verge**	WiTS Team

Not Represented: WSDD

I. Welcome

Mike and Terrye welcomed the group and thanked everyone for attending given the inclement weather conditions.

II. Updates

- Major Work Completed/in Progress
  - **Link to Payroll Calendar Added to Forms** (January 5th)

Based on a suggestion from an attendee of our last *Basic Training for New CSD Users* session, a link to the current Payroll Calendar has been added near the Proposed Effective Date and Effective Date fields on a number of WiTS forms. We hope that the addition of a direct link to the HHS/PSC payroll calendar will be helpful in identifying the correct date as you complete the forms. As a reminder, WiTS knows the Pay Period dates and will alert you if a date you have entered is not at the beginning of a Pay Period.

Mike showed the group the link and a sample calendar using the Award form.

- **Appointment Form Modifications – EOD Process/DPSAC Changes** (December 3rd)

  Sam informed the group of the Appointment form modifications that were completed as a result of the recent changes to the background investigation process.

  - *The following fields were removed from the Appointment form: OF-306 Assigned in Onboarding Manager, Date OF-306 Assigned in Onboarding Manager, Date Sent for OF-306 Review, Date DPSAC Notification Received, & DPSAC Review Disposition. Additionally, the Send to DPSAC (306 Review) option on the routing menu has been removed.*

- **Report Modifications based on DPSAC Changes** (December 24th)

  Sam discussed the report modifications that were made based on the recent changes to the Appointment form, removing the references to the OF-306 and Onboarding Manager as a result of the background investigation process changes.

  - *We have removed the DPSAC and OF-306 Review fields from the Appointment KPI, EOD Dashboard, EOD Dashboard/Actions Details, and Appointment Actions Report.*

- **Admin Workflow Enhancements – New Emails, Removal of Return to Requestor** (December 23rd)

  Sam described the recent Admin workflow enhancements that were made based on feedback from ASB.

  - *Division Gatekeepers are now notified via email when an action has been submitted for their review and when an action has been returned from ASB.*
  - *Division Gatekeepers now receive a reminder email every 5 days that an action has been in their worklist until it is moved to the next step in the process or it is completed.*
  - *Return to Requestor has been removed from the routing menu, and ADAM's name has been updated to ASB.*

- **Status Report Modifications – New Generation Options** (December 15th)

  Mike demoed the new enhancements to the Status report. These changes were implemented based on feedback that came primarily from the IC community.

  - *We converted the Action Type parameter option from a single-select to a multiple-select filter. This allows HR and IC staff to tailor the contents of the report based on the audience. Mike provided a scenario of an EO maybe only being concerned with Recruitments, Classifications, and Appointments.*
  - *We added three sort options and three sort levels to the parameter page (IC, Admin Code, and WiTS Number). This gives report users the ability to order the report on their subscription and when running the report on-demand. Mike reminded the group that there are multiple sort options located on the columns of the report itself.*

- **Launched Title 38 Activity Report** (December 14th)

  Mike mentioned the new *Title 38 Activity Report*, which is part one of two of the Title 38 FY16 enhancements. This report provides summary and detailed information on Title 38 Senior Level Pay cases and is available from the CSSED Report List.

- **Redesign of Proactive Final Authorizer Processing Report** (November 23rd)

  Mike explained and demoed the changes made that were proposed by BPLB leadership. The redesigned report is now based around Pay Periods instead of when an action is sent to the Final Authorizer. Here are the major changes:

  - *Removed the upcoming action section. The report now only includes actions that have been sent to the Final Authorizer Group.*
  - *Reduced the number of status codes from five to two: Green and Red. Green indicates that the action can still be completed before the Pay Period End Date (based on the Proposed Effective Date). Red indicates that the Pay Period End Date has past, and therefore, overdue.*
  - *Replaced the Action Status chart that was on page 3 with a Pay Period matrix. This chart gives you the ability to see how many active actions are with each Final Authorizer by Pay Period End Date.*
  - *Created two new sections of detailed information on actions: 1) Those that are overdue; and, 2) Those that are upcoming. You will also notice that the report is ordered by calendar year, pay period, and then by Final Authorizer. The Pay Period End Date was also added to easily identify when the action needs to be completed.*

  Mike reminded the group that this is a subscription-based (email only) report that sent to the FAs and BPLB Leadership every Monday.

- **Bizflow Upgrade- 12.3** (November 6th)

  Sam informed the group of the recent upgrade to the underlining software that supports WiTS.

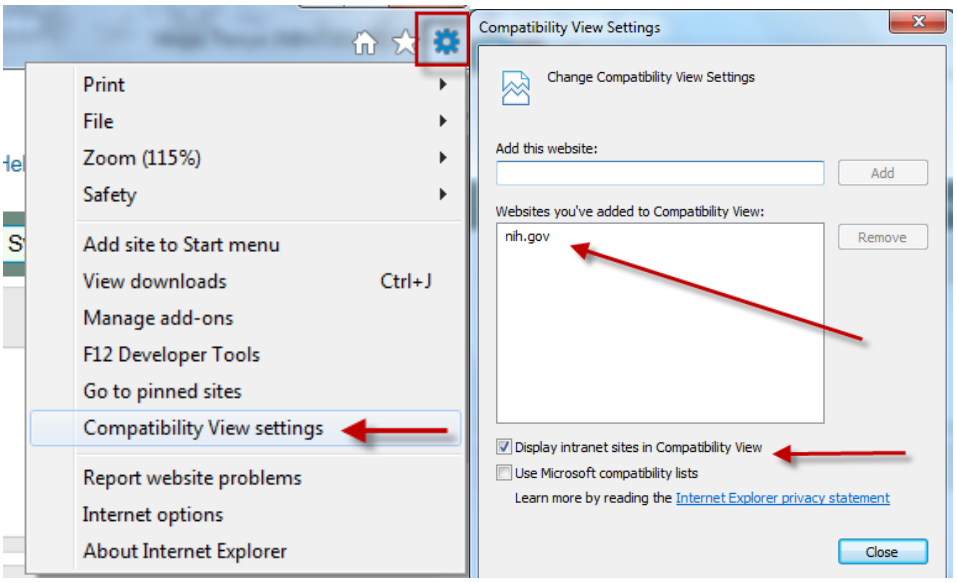
  - *The system has been upgraded to 12.3, which changes several elements of the system: A slightly modified look and feel, new attachment and internal discussions panel, new save option from the tool bar, removal of the complete button on the routing menu, WiTS is now compatible with more browsers (IE 11 (preferred), Chrome, Firefox).*
  - *The WiTS Team conducted two webinars (November 10th and November 12th) to highlight the new features and answer any questions.*
  - *An Online Tutorial was created to showcase the new features.*

  We also showed the group the user guide that outlines all of the major changes and new features. Sam also mentioned that individual user guides will be updated throughout the year.

One individual mentioned that she was having issues running reports in IE11. We responded stating that this is a known issue with IE11 and that **some features in WiTS (including reports) will only work if you are running IE11 in Compatibility Mode.** There are also issues with other systems (e.g., Capital HR) with IE11. Compatibility mode is supposed to be the default when receiving a new computer or when upgraded from IE8 to IE11; however, it appears this is not always the case.

Follow the steps below if using IE11 to turn on Compatibility Mode:

1. *To turn on Compatibility Mode, please click on the Gear icon in the upper right hand corner*
2. *Click on Compatibility View Settings*
3. *Add nih.gov and click on Display intranet sites in Compatibility View. Then click Close. Then re-start IE11.*



- **Launched Details Actions Report** (October 19th)

  Mike provided a brief explanation and demo of the new report.

  - *The Detail Actions Report was built in response to a request from one of our Climate Surveys for CSD. The Detail Actions Report provides information about Details, which are actions that temporarily assign employees to a different position for a specified period of time. You can use this report to monitor employees who are currently on a detail or to review historic actions. This report is available on the CSD, IC, and OD OHR Report List.*

  One individual asked if an employee's detail is extended, would WiTS capture the detail as one transaction or would they be separate. We responded stating that they would be treated as separate transactions on the report with different WiTS numbers. However, the report gives you the option to sort by the Employee's Full Name; this gives report users the ability to order employees together.

 *Folks can read more about the report in the December, 2015 edition of the HR Systems Spotlight. Staff are also encouraged to read the featured article about how we use feedback gathered using a variety of methods as this enhancement was made based on CSD feedback.*

- **Title 42 (f) Report Suite** (September 17th)

  Mike provided a brief explanation and demo of the new report suite.

  - *The Title 42 (f) was released shortly after the launch of the Title 42 workflows in August. The Title 42(f) Reports provide comprehensive data on requests to Appoint, Convert, or Extend a Title 42(f) employee. There are seven reports relating to Title 42(f) Requests: Overview, Status, Category Distribution, Request Timeline, Appointment, Hiring Timeline, and Outreach Efforts. Each of the reports provides information on various portions of the process.*

  Mike also mentioned that the user guides are available if staff wish to learn more about the workflow and reports that will eventually be released NIH-wide.

  Folks can read more about the new workflow in the September, 2015 edition of the HR Systems Spotlight.

- **Workload Report Date Parameters Modifications** (January 20th)

  Sam informed the group of the recent changes and we provided a brief demo of the report.

  - *In order to more accurately run this report, we added the following date parameters: Proposed Effective Date and Effective Date. Previously, users could only run this report using the Date Received in HR, making it difficult at times to determine the true workload of users, especially those outside of CSD (as CSD is the one who receives the package and is typically the only user group who would know when the package was actually received in HR).*

- Upcoming Enhancements

  - **OHR Reorgs - System Changes**

    The WiTS Team informed the group that we are working on updating our system infrastructure to accommodate all of the reorganizations across OHR. We have completed the changes for the HR SAID reorganization and are working on changing CSSED to CPD at the moment. Going forward we are planning to label items on workflows and reports that do not reference divisions/offices by name as making these changes are costly and add little value.

  - **Server Upgrade**

    We mentioned that at some point in the calendar year, the WiTS Team will be upgrading our database server from Microsoft SQL Server 2008R2 to 2014. This

change will keep us current with new technology and allow us to take advantage of new features. There may be some downtime related to this upgrade.

- **FY16 Enhancements**

  WSDD Training Tracking Workflow

  Requirements gathering is complete for this enhancement and development will begin in the next few weeks. This workflow will track the WSDD training offerings, both open and closed enrollment.

  Senior Level Pay Form - Title 38

  This enhancement will modify the Senior Level Pay form to better accommodate Title 38 cases. The main benefits are increased user-experience, application of more business-logic, additional pre-population of personnel data, and clarification of ambiguous fields. Development is currently underway and we are planning to release the changes sometime in April.

  Division of Senior and Scientific Executive Management (DDSEM)

  The WiTS Team is currently gathering requirements from DSSEM leadership and staff on modifications that will be needed in order to add this group to several different workflows, including Appointment, Career Change, Special Pay, JCPN, and Separations. There may be additional workflows this group is added to at a later date – more info to come at next Super User Meeting.

  Position Management

  The primary goal of this project is to improve the quality of job code and position number data in the NIH system of record, Capital HR. CSD staff use the WiTS Request for Job Code Position Number workflow (~5,000 times per year!) to request new or modified job codes and/or position numbers in Capital HR. To achieve this goal, the WiTS Team will incorporate business validations on selected fields and incorporate auto-population of data from Capital HR, nVision, and WiTS sub-processes when data is available. Draft designs were created based on requirements gathered over the past several years. SMEs from WRD and CSD will be contacted in the near future to begin further discussion and to finalize requirements.

➢ <u>Training/User Support</u>

- Delivered:
  - November 17, 2015 - Where to Find Your WiTS*

    **Due to very low attendance rates, this will be the last session of this training. We will be releasing an online tutorial in the next few weeks that will review the material covered in this training.*
  - November 10, 2015 – WiTS Title 42 Refresher
  - November 3-4, 2015 – WiTS Basic Training for CSD Users
  - October 20, 2015 – WiTS Appointment Training
  - October 14, 2015 – WiTS ER/LR Training
  - September 22, 2015 – WiTS JCPN Training

- Upcoming:
  We released our training document for the first half of the year. The updated document is posted on the WiTS Support webpage. Please encourage your branch/unit to register for trainings!
  - February 11, 2016 – Basic WiTS Report Training for CSD Users
  - February 18, 2016 – Admin Requests Training (Division Gatekeepers/ ASB)
  - March 10, 2016 – WiTS Recruitment to the Nth Degree
  - April 5-6, 2016 – WiTS Basic Training for CSD Users
  - May 24, 2016 – WiTS Super User Training

We mentioned that there will be an IC Reports training sometime in the spring. We are waiting for more information regarding a possible HR Clinic in April before scheduling.

We also mentioned that due to the amount of resources required to deliver a training course and due to the low number of attendees, we are no longer able to provide tailored (one-on-one) IC training. IC staff are encouraged to attend our NIH-wide sessions.

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

- **WiTS Team Changes**
  - Mike mentioned that we are actively looking to backfill our technical lead position. Interviews will take place later in January and early February.
  - Mike also announced that he has accepted a position in CSD as the new DEU Chief and will begin on February 16th. He thanked the group for all of their support over the past 5+ years and that he will miss working with the Super Users, but looks forward to interacting with them in a different capacity.

- **WiTS Climate Survey**
  - The Annual WiTS Climate Survey went out on December 15th and closed on December 29th. We will have the results of this survey in the next few weeks and share our findings.

- **Title 42 Focus Group**
  - We held two separate focus groups earlier in the month to gather feedback about the Title 42 workflow. January 12th was the IC focus group, January 13th was the CSD feedback. We gained a lot of great feedback from our participants and are looking forward to assessing the feedback, improving the workflow and eventually launching the workflow NIH wide. Due to the success of these focus groups, the WiTS team is considering move focus groups in the future other WiTS processes and features. Look out for our February Spotlight article that highlights these focus groups and also includes pictures from these sessions.

- **Roles/Permissions SU Report Subscriptions**
  Negy stated that an email was sent out to the Branch Chiefs to confirm their Branch users. We made sure that the WiTS profile for each of the users within a branch is

correct. We talked about the roles/permissions report subscription last year. You will be receiving your first subscription the first week of February. The report will contain any user that has access to your data for all the systems. Upon receiving the report, please confirm each user's profile. If you need to modify or delete a user's access, please submit an HRSA ticket. If you see a user that is not part of your Branch, but has access to your data, please ensure their access is current as well.

- **HR Systems Access - Challenges**
  Dave Barnhart, HR Systems Solutions Lead shared some information and issues that his team faces when fielding access request tickets.

  - HRSS would like your assistance in reducing HRSA challenges with New, Modify, Deletion and Duel Branch Access HRSA Requests. The team sometimes receives New and Modify HRSA Tickets with only the WiTS New Roles, but the HRSA doesn't always include the user's current roles. This is causing confusion and takes longer to complete the ticket. We are asking Super Users to please include a message in the HRSA explaining the request and if multiple Super Users are submitting HRSA's for the same user the team will encourage them to sort out the matter. If the Super Users are unsure of the roles HRSS will be happy to assist.

  - HRSS is experiencing difficulty resolving Deletion Tickets due to WiTS Actions not being reassigned. Another challenge occurs when multiple Super Users are submitting Deletion, Modify or New HRSA Tickets for the same user. The team would like to streamline the process and eliminate confusion. We are suggesting that Super Users include a message in the HRSA that explains whether or not the user is leaving CSD or moving Branches. In addition, maybe HRSS, Super Users and the WiTS team can work together to promote better communication between Super Users and develop a SOP that better details the processes.

  - HRSS is occasionally struggling granting WiTS Dual Branch Access because we can't identify if the employee is moving, requires Dual Access and which roles are required. To help resolve the confusion we would like Super Users to write a brief message in the HRSA ticket to explain the circumstances including current and new roles. If Super Users find it helpful the HRSS Team and WiTS Team could produce an SOP to outline the process. Finally, just a friendly reminder that WiTS Duel Access requires approval from the CSD Director or a Deputy.

    Mike also added that there is confusion with the term "Global Access." Global access could mean assisting with the Global Recruitment Unit or with all "lettered branches" in CSD. If the staff member is going to assist other Branches, then the Super User needs to select those lettered-Branch Workarea pages (including Archives) on the HRSA, leaving the individual's profile in their "home" branch.

III. Next Meeting: TBD (Spring 2016)