



WiTS Strategy Council Quarterly Meeting
Wednesday, April 17, 2019
1:30pm- 3:00pm
EJ- 6th Floor Conference Room

Attendees:

| | | |
|-------------------------|------------------------|-----------------------|
| 1. Alison Kruszewski | 11. Fran McDonnell | 21. Patrick McGrady |
| 2. Bianca Smith | 12. Jeanette Kimble | 22. Robin Turley |
| 3. Blair Battle | 13. Jeff Middlebrooks | 23. Scott Sigley |
| 4. Brittany Clark | 14. Jemma Robinson | 24. ShaRhaina Brown |
| 5. Brooke Belldina-Ray | 15. Karen Harris | 25. Shauntell Embrack |
| 6. Caviaunce Phillips | 16. Kierra Kenion | 26. Thilibah Guytan |
| 7. Christine Van Bommel | 17. Kim Doherty | 27. Thomas Brown |
| 8. Daniel Couturier | 18. LaVonne Washington | 28. Traci McCombs |
| 9. Douglas Bruno | 19. Meredith Sevi | 29. William Bryan |
| 10. Fatun Hersi | 20. Nat Balsley | |

Welcome

We haven't met since October 2018, so Happy New Year! This is the first meeting of 2019.

Recap of WiTS Project Team members & roles

Our team is made up of a Functional and Technical team. The technical team- Datta, Tracy, Ken, and Krishna work behind the scenes to make WiTS work and make the changes when requested. The functional team- Negy, Courtney, Mieshia and Kim are the customer-facing part of the WiTS team. We gather requirements and keep in touch with the divisions to bring back any change requests and enhancements. Lastly, Terrye Verge is the WiTS Section Chief.

What We've Completed Since Last WiSC Meeting

- **Completed enhancements/modifications**

Terrye presented a quick visual recap of all WiTS modifications and enhancements from October 2018 through March 2019 (included in PPT presentation).

- **Climate Survey Results**

Kim shared a summary of the survey results. The 2018 WiTS Climate Survey was sent out to 377 OHR users and 480 IC users, with 66 people completed. The survey focused on the WiTS Project Team's customer service and on WiTS system satisfaction. Based on the results, we will continue to attend OHR team meetings as part of our Immersion efforts and will incorporate some of the feedback into the POP initiative, as well as other WiTS projects. There was a consistent request for WiTS training, so we sent out a WiTS Training Needs Assessment and are currently analyzing the results. From those results, we will create a training schedule. We will not conduct Focus Groups this year.

- **WiTS Resources all on OHR site!**

Kim showed that the WiTS team migrated all of WiTS resources to the OHR page. The main WiTS page has multiple subpages to navigate. Please check it out! <https://hr.nih.gov/hr-systems/wits>.



What We Are Working On

- **User Guides**

Kim shared they are still working on updating User Guides. It is a long process but will ensure the information is thorough and provides the most recent changes.
- **WiTS Reminder Emails**

Negy shared that the WiTS Team is currently reviewing the reminder emails to ensure the validity, language, and timeliness meet current processes. We may reach out to WiSC members for their input.
- **WiTS Notifications with Attachments**

Negy shared that due to the NIH's (CIT) email PII filter, some WiTS workflow emails were flagged for possible PII and not sent to the recipients. We are looking into removing the attachments from certain WiTS emails to prevent this from reoccurring. We will reach out to those users that will be affected. *This is does not mean PII is not allowed in WiTS attachments, we are simply removing attachments from some emails sent from WiTS.*
- **EHCM impact on WiTS**

Courtney shared that the WiTS Team has been working closely with the EHCM Team at HHS to ensure that the data transfer of approved job requisitions will continue when we transition from CapHR to EHCM. We are also in the process of relabeling form fields and reports to no longer reference CapHR (relabeling to Personnel System). Be on the lookout in the coming weeks for additional information on EHCM's impact on WiTS.
- **POP**

Courtney shared that the WiTS team and SAID has begun development of our first POP' d process – **Non-performance Awards!** The new process will allow ICs to electronically submit non-performance award actions to OHR via a web form. This information will then flow directly into a revamped Awards workflow in WiTS – significantly reducing the amount of data entry and back and forth between the Institutes and CSD. The most exciting news is that group awards will be tracked in one action in WiTS! After this information is entered in EHCM and processed by the Final Authorizer Unit, award data will be compared in both EHCM and WiTS to ensure accuracy. This first release of the optimized awards process will be available to OHR and the ICs this winter!

What's Next?

- **Civil Modifications**

Courtney shared that the WiTS Team is in the process of making several modifications to the Civil Case and Consultation forms and related reporting to better track and report Civil-related activities to the Anti-Harassment Steering Committees, HHS, and other government entities. These changes should be deployed this spring.
- **Training Needs**

Kim stated that, as mentioned before, once the results of the WiTS Training Needs Survey are reviewed, the Team will begin scheduling training for the upcoming 2019-2020 year. The results will help determine the timing, subjects, and format of the training sessions.

Reminders

- **Report Subscriptions**

How do they work and what are the benefits? Negy reminded everyone how easy it is to subscribe to any WiTS report via an HRSS request ticket. Anyone in OHR can request a report for themselves and/or for their team.



- **HRSS vs. The WiTS Team-Who handles my tickets?**

Kim clarified that the HR Systems Support Team receives all tickets as soon as they are submitted - from OHR and IC staff. The HRSS Team is Tier 1. If they cannot resolve the issue, they route the ticket to appropriate Tier 2 team (the system teams). The WiTS team is Tier 2, so if HRSS cannot resolve your WiTS issue, they route it to our worklist. HRSS generally handles access issues, modifications, and training registration.
- **The HR Request Page- help your IC's find it!**

Kim shared that based on the Climate Survey results, many IC users felt they did not know how to submit actions to receive help (HRSS) or Senior Level Pay. It was shared at a recent HR Liaisons call that any HR System user should bookmark the HR Request Page:
https://nihohrweb.nih.gov:1010/WiTS_IntraHR/WiTSHome.aspx. We recommend you tell them too! 🙏
- **HRSA**
 - Staying on top of your team's system access

Negy shared that every WiSC member receives a quarterly report subscription of the system access their team has, and walked the group through a sample report. The role of the WiSC member is to review all HR system access for each team member to ensure accuracy and submit any necessary HRSA's to correct access. This is critical because WiSC members cannot see who outside of their team has access to their team's workspace, so WiSC members should communicate with each other to ensure accurate access when it involves staff who have access to multiple workspaces.
 - Response time expectations from the HRSS team

Dave explained that submitting an HRSS request will receive a faster response and resolution than emailing the HRSS team. Also, the HRSS team is updating their HRSA and HRSS request service level agreement (SLA) times for resolution. Coming Soon!
 - USAS/Onboarding Roles

There have been many incorrect HRSA requests for USAS/Onboarding, so Dave clarified that if a user is going to work in USA Staffing, that role and permission includes Onboarding access, so no need to submit for Onboarding access too. If the user will need Onboarding ONLY access, then only an Onboarding request is needed, not USAS.

Live Demonstrations

Kim logged into WiTS and showed how to do the following actions: (visuals included in the PPT presentation).

- Using the Routing Menu to communicate with your ICs
- How to Reassign & Forward Actions
- Data Corrections- When and how to submit one
- Recap of how *Color Category* and *Action Email Reminders* work
- Recap of how to create *Worklist Views*
- Opening Actions Outside of your Worklist- how and why you might need to
- How to Submit Feedback to the WiTS Project Team
- How to Clear Your Cache to see new WiTS enhancements and updates

Discussion/Slido

No questions or ideas were submitted within Slido.