WiTS Data Corrections

OHR Standard Operating Procedure
Effective Date 01/25/2012
Updated 09/06/2012

DOCUMENT CHANGE HISTORY
Record all SOP versions and revisions

Version Number	Release Date	Summary of Changes	Section	Changes Made By
1	01/25/2012	Initial Development and Release		WiTS Team OHR/HRSAID/TMWSB
1.1	09/06/2012	Updated QRG-Requesting Data Corrections in WiTS hyperlink (2 instances)	I.B and VII	Mike D'Andrea
2	07/28/2014	Updated to reflect the fact that Standard Users can enter data Correction requests, added SLA	IV, V. A., V. B.	Terrye Verge

WiTS Data Corrections
OHR Standard Operating Procedure
Effective Date 02/01/2012
Updated 07/28/2014

For assistance, please contact the WiTS Team: Through a WiTS ticket or through the web form: Submit a Web Form Ticket.

I.   INTRODUCTION

A. PURPOSE/GOALS/COVERAGE

This standard operating procedure (SOP) creates a uniform process for submitting Workflow Information Tracking System (WiTS) Data Correction tickets.   The primary goals of this SOP are to reduce the number of data correction tickets, enhance communication, and improve data accuracy. The secondary goal of this SOP is to identify training needs.

This SOP applies to all Office of Human Resources employees who use WiTS.

This SOP does not apply to non-OHR users (NIDDK users, IC users requesting assistance, etc.).

B. REFERENCES

QRG-Requesting Data Corrections in WiTS

C. BACKGROUND

Corrections of any typos and/or the addition of any missing data within WiTS actions can be made by users at any time while actions are active. However, changes to completed (archived) actions must be made by the WiTS Team in the WiTS database.

Users submit requests for these data corrections via HR Systems Support tickets. The requesting user defines, in the ticket, the erroneous data that requires correction, and identifies the WiTS Super User who reviewed the request. After the WiTS Team receives the request, the record is updated.

In calendar year 2010, the WiTS Team resolved 106 data correction tickets. In calendar year 2011, the WiTS Team resolved 555 data correction tickets (*not including 100 actions contained within mass data correction tickets*). Due to conflicting information contained within many tickets, the WiTS Team was required, on many occasions, to follow up with users for clarification.

The volume of data correction tickets and the required follow up has negatively impacted the WiTS Team's ability to perform core duties and responsibilities. Additionally, WiTS Team members have been asked to provide OHR Division Directors with information on their organization's data corrections.

II.   DEFINITIONS

For the purposes of this SOP, we define commonly used terms.

- **Closed Action** is a WiTS action that is no longer active or editable by a WiTS user. Closing an action is typically user initiated when he or she cancels or completes the action. Once an action is closed, data within the form cannot be edited directly. WiTS Team members must correct the data within the database.

- **Data Correction** is the process of updating a record(s) within the WiTS database to correct erroneous information. It is also an issue category within an HR Systems Support Request ticket.

- **Help Desk Staff** is a group of employees or staff members whose primary duty is to provide Tier 1 support for the systems that HR SAID manages.   These individuals are located within HR SAID.

- **Illegitimate Data Correction Request** is a request for a data correction that does not represent the actual events or occurrences of the action. *A request to change the Date Announcement Posted to a date when the announcement was not actually posted is an example of an illegitimate data correction request.* WiTS Super Users must report illegitimate requests to their supervisor.

- **Required Information** is the information the WiTS Super User needs before they can review a Data Correction request. The required information is the 1) WiTS Number, 2) Name of the Field(s) to be Corrected, 3) Field Type(s), 4) Current Value(s), 5) Corrected Value(s), and, 6) a Reason for correcting the data. *Required Information may also include any additional information that the WiTS Super User needs in order to validate the Data Correction Request.*

- **Standard User** is an OHR employee who uses WiTS, but is not a WiTS Super User.

- **Super User Review Date** is the date that the WiTS Super User reviewed and validated the request for a data correction. This occurs before submitting the HRSS ticket. *If the WiTS Super User requires additional information on a request, then the Super User Review Date is the date that all additional information is furnished.*

- **QRG – Requesting WiTS Data Corrections** is a guide for WiTS Super Users on how to submit a Data Correction requests through an HR Systems Support ticket.

- **Quarterly Data Correction Report** is a report generated on a quarterly basis that displays Data Correction information sorted by each OHR Division. The Quarterly Data Correction Report is a saved query, which resides in the WiTS share folder.

- **WiTS Super User** serves as a liaison between their Branches/Units and the WITS Team. This individual serves as the first point of contact for most WiTS users in resolving general problems. WiTS Super Users are the only users authorized to submit requests for new user accounts, the modification of existing accounts, and the addition/modification of administrative codes in the WiTS databases.

- **WiTS Team** is a group of employees whose primary duty is to develop, support and manage WiTS. These individuals are located within HR SAID.

III.   HR FUNCTIONAL CATEGORY OF SOP

HR Information Systems

IV.   ROLES AND RESPONSIBILITIES

For the purposes of this SOP, we define the roles and responsibilities.

Standard User

- Ensures, to the best of their ability, that information entered into WITS is accurate and complete before completing or cancelling an action
- Generates any associated reports to ensure data accuracy before completing or cancelling a WiTS action. Examples of reports to verify data accuracy include the:
  - Recruitment KPI Report,
  - Appointment Report,
  - Recruitment Actions Report,
  - Pay Summary Report, and,
  - Senior Level Pay Activity Report.
- Notifies their WiTS Super User when he or she identifies possible erroneous data
- Provides their WiTS Super User with the required information so that they can review the data correction request before it is submitted

WiTS Super User

- Identifies possible data accuracy issues for their Branch/Unit by generating any applicable WiTS reports on a regular basis.   Examples of reports to verify data accuracy include the
  - Recruitment KPI Report,
  - Appointment Report,
  - Recruitment Actions Report,
  - Pay Summary Report, and,
  - Senior Level Pay Activity Report.
- Gathers required information from the Standard User
- Offers guidance to Standard Users to mitigate future data correction requests
- Reports illegitimate data correction requests to their supervisor
- Reviews the data correction request to ensure validity (*Super User Review Date*)

WiTS Team

- Reviews all data correction requests to ensure the information is valid
- Performs data correction actions in the WiTS database as requested
- Generates and sends the Quarterly Data Correction Report to each OHR Division Director
- Serves as a system subject-matter-expert and provides guidance on data corrections to WiTS Super Users.

V. PROCEDURES AND PROCESSES

Submitting a Data Correction Request

A. Identification of Erroneous Data:

1. The WiTS Super User or Standard User identifies possible erroneous data
2. The WiTS Super User performs a review of the request to ensure validity
3. The WiTS Super User provides guidance to Standard Users to prevent further, similar issues.
4. The WiTS Super User or Standard User will submit one data correction request per WiTS number.
   a. *A WiTS Super User cannot review a data correction request for their own action. Another WiTS Super User in the Branch/Unit must review it for them. If another WiTS Super User is not available, the Branch Chief or Office Supervisor will review it for them.*
5. The individual who requested the data correction will be identified in the 'Full Name of User' field.
6. The Requesting User will enter the following email addresses, separated by a semi-colon, in the 'User Email' field:
   a. The individual who requested the data correction,
      i. *If the NIH/Office of Human Resources no longer employs this individual, then omit their email address.*
   b. The WiTS Super User , and,
   c. The Team Leader or Supervisor (*This is at the discretion of the Branch Chief or Office Supervisor.*).
7. The Requesting User must enter their physical organization information and not the organization that WiTS action is for. *For example, the user will select their Branch or Office from the 'Organization' drop-down list. The IC will always be 'OD-OHR.'*
8. The Requesting User will complete the rest of the data correction request as outlined in the QRG – Requesting WiTS Data Corrections.

B. Data Correction Process:

1. A WiTS Team member or Help Desk Staff member will review the data correction request to ensure that it is accurate and complete.
   a. If the data correction action is missing information or requires further clarification, a WiTS Team member or Help Desk Staff member will follow-up with the requestors (*The individuals who are listed in the 'User Email' field*).
   b. If the requestors do not respond with the necessary information within two (2) business days, the data correction request will be closed with no action taken.
2. After a review of the data correction request, and ensuring that all of the information is complete and accurate, a WiTS Team member will update the action in the database. The correction will be processed within seven (7) business days of receipt of the request.
3. After the data correction is complete, a WiTS Team member will close the ticket. A resolution email will be sent to the individuals in the 'User Email' field.

Quarterly Data Correction Report

A. Generating and Sending the Report:

1. A WiTS Team member will generate the Quarterly Data Correction Report by the <u>resolution date</u> for the quarter prior.
    a. *OHR Division Directors may request this report on a more frequent basis.*
2. A WiTS Team member will export the report to Excel and sort by OHR Division.
3. A WiTS Team member will send the report to each Division Director. Each Division Director may share the report data and take any action they feel appropriate.

- *A WiTS Team member will generate and send the Quarterly Data Correction Report no later than seven (7) business days after the last business day of the quarter.*

VI.   RECORDS/RETENTION AND DISPOSAL

Timeframes and process

- Quarterly Data Correction Reports will be saved in the WiTS shared folder.

VII.   APPENDICES

QRG-Requesting Data Corrections in WiTS

VIII.   SIGNATURES

Signature/Date

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