



# HRSA Profiles for the Client Services Division (CSD)

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# Introduction

This guide will help you select the appropriate WiTS roles and permissions for staff in CSD based on their location and position title. Please note: this document is intended to serve as a general guideline for submitting WiTS HRSA tickets. To ensure that the appropriate access is granted, verify with your Team Lead or Branch Chief before submitting the request.

## The HR Systems Access Ticket

Request Information **WITS**

Network Login

Note: To request access, please make the appropriate selections from each list. Select 'Not Applicable' if none of the options on the list apply for the user. If you are modifying the user's profile, you must select all roles that apply. Visit [http://itstrahr.ed.nh.gov/hrsystems/staffing/wits/documents/WITS\\_Roles\\_and\\_Permissions.pdf](http://itstrahr.ed.nh.gov/hrsystems/staffing/wits/documents/WITS_Roles_and_Permissions.pdf) for more information about profiles and permissions.

User Profile Location\* [Help Text](#)  
(Select the primary location of the user.)

Work Area Page Access\* [Help Text](#)  
(Select the work area pages the user needs to access.)

Role Specific User Group\* [Help Text](#)  
(Select any role specific group that the user needs.)

Job Title\* [Help Text](#)  
(Select up to 8 job titles that the user has.)

Access to Report Lists\* [Help Text](#)  
(Select the report lists (groupings) that the user needs to access.)

Access to WRD Report Data\* [Help Text](#)  
(Select any specific WRD report data the user needs to access.)

Access to CSD Report Data\* [Help Text](#)  
(Select any specific CSD report data the user needs to access.)

Access to Dashboards\* [Help Text](#)  
(Select any Dashboards the user needs to access.)

HRSS Access  
(HR SAID staff only - select any HRSS access the user needs.)

The employee's **Network Login** is required for the HRSA ticket. This is the employee's username when signing into their computer. The Network Login (the user's alias) can be found in the global address book.

Verge, Terrye (NIH/OD) [E]

General Organization Phone/Notes Member Of E-mail Addresses

Name  
First: Terrye Initials: C Last: Verge  
Display: Verge, Terrye (NIH/OD) [E] Alias: verget

Address: MSC 8510 Title:  
2113 E Jefferson St OPDIV/Company: NIH  
City: Rockville IC/Department: OD  
State: MD Lab/Branch/Office: OD/CM/OHR/HRSAID/TMW  
Zip code: 20892-8510 Building/Room: 2115E1/6129  
Country/Region: US Phone: 301.594.1461

Add to Contacts Actions

OK Cancel Apply

## Branches A-J

Is the person working in more than one branch? Select their primary branch under 'User Profile Location' and select all branches they are working for under 'Work Area Page Access.'

	User Profile Location	Work Area Page Access	Role Specific User Group*	Job Title**	Access to Report Lists	Access to WRD Report Data	Access to CSD Report Data	Access to Dashboards	HRSS Access
	<i>Where do they live?</i>	<i>What should they see when they log in?</i>		<i>What do they do?</i>	<i>Which reports should they see?</i>		<i>Which reports should they see?</i>	<i>Which dashboards should they see?</i>	
<b>Branch Chief</b>	Branch X (i.e.- Branch A)	<ul style="list-style-type: none"> <li>• Branch X</li> <li>• Branch X Archives</li> <li>• Branch Chiefs</li> </ul>	CSD Branch Chiefs	Branch Chief	<ul style="list-style-type: none"> <li>• CSD Report List</li> <li>• CSD Leadership Report List</li> </ul>	N/A	Branch X Report Data	<ul style="list-style-type: none"> <li>• Age of Actions Dashboard</li> <li>• EOD Dashboard</li> <li>• Hiring Timeline Dashboard (CSD wide)</li> <li>• Time to Hire Dashboard</li> </ul>	N/A
<b>Team Lead</b>	Branch X	<ul style="list-style-type: none"> <li>• Branch X</li> <li>• Branch X Archives</li> </ul>		HR Team Leader	<ul style="list-style-type: none"> <li>• CSD Report List</li> <li>• CSD Leadership Report List</li> </ul>	N/A	Branch X Report Data	Hiring Timeline Dashboard (CSD wide)	N/A
<b>HR Specialist</b>	Branch X	<ul style="list-style-type: none"> <li>• Branch X</li> <li>• Branch X Archives</li> </ul>		HR Specialist	CSD Report List	N/A	Branch X Report Data	N/A	N/A
<b>HR Assistant</b>	Branch X	<ul style="list-style-type: none"> <li>• Branch X</li> <li>• Branch X Archives</li> </ul>		HR Assistant	CSD Report List	N/A	Branch X Report Data	N/A	N/A
<b>PSA</b>	CSD Division Director's Office	<ul style="list-style-type: none"> <li>• CSD Admin</li> <li>• CSD Admin Archives</li> </ul>	<ul style="list-style-type: none"> <li>• Admin Requestor</li> <li>• CSD Admin</li> </ul>	HR Staff	CSD Admin Report List	N/A	Branch X Report Data	N/A	N/A

\*WiSC Members will need the Role Specific permissions of *WITS Super User Group*.

\*\* Also select Branch Position Management Reviewer if applicable.

## The Delegating Examining Unit (DEU)

	User Profile Location	Work Area Page Access	Role Specific User Group*	Job Title	Access to Report Lists	Access to WRD Report Data	Access to CSD Report Data	Access to Dashboards	HRSS Access
	<i>Where do they live?</i>	<i>What should they see when they log in?</i>		<i>What do they do?</i>	<i>Which reports should they see?</i>		<i>Which reports should they see?</i>	<i>Which dashboards should they see?</i>	
<b>Unit Chief</b>	IOOB-DEU	<ul style="list-style-type: none"> <li>• DEU</li> <li>• DEU Leadership</li> </ul>	CSD Branch Chiefs	Branch Chief	<ul style="list-style-type: none"> <li>• CSD Report List</li> <li>• DEU Report List</li> </ul>	N/A	All Branch Report Data	N/A	N/A
<b>Quality Reviewer</b>	IOOB-DEU	DEU	DE QR/HRS	<ul style="list-style-type: none"> <li>• HR Specialist</li> <li>• DE HR Specialist</li> <li>• DE Quality Reviewer</li> </ul>	DEU Report List	N/A	All Branch Report Data	N/A	N/A
<b>Internal Reviewer</b>	IOOB-DEU	DEU	DEU Internal Reviewers	<ul style="list-style-type: none"> <li>• HR Specialist</li> <li>• DE HR Specialist</li> <li>• DE Internal Reviewer</li> </ul>	DEU Report List	N/A	All Branch Report Data	N/A	N/A

\*WiSC Members will need the Role Specific permissions of *WiTS Super User Group*.

## The Global Recruitment Unit (GRU)

	User Profile Location	Work Area Page Access	Role Specific User Group*	Job Title**	Access to Report Lists	Access to WRD Report Data	Access to CSD Report Data	Access to Dashboards	HRSS Access
	<i>Where do they live?</i>	<i>What should they see when they log in?</i>		<i>What do they do?</i>	<i>Which reports should they see?</i>		<i>Which reports should they see?</i>	<i>Which dashboards should they see?</i>	
<b>Branch Chief</b>	IOOB-GRU	GRU	<ul style="list-style-type: none"> <li>• CSD Branch Chiefs</li> <li>• GRU Chief</li> </ul>	Branch Chief	<ul style="list-style-type: none"> <li>• CSD Reports</li> <li>• CSD Leadership Reports</li> </ul>	N/A	All Branch Report Data	<ul style="list-style-type: none"> <li>• Age of Actions Dashboard</li> <li>• EOD Dashboard</li> <li>• Hiring Timeline Dashboard (CSD wide)</li> <li>• Time to Hire Dashboard</li> </ul>	N/A
<b>Team Lead</b>	IOOB-GRU	GRU		HR Team Leader	<ul style="list-style-type: none"> <li>• CSD Reports</li> <li>• CSD Leadership Reports</li> </ul>	N/A	All Branch Report Data	<ul style="list-style-type: none"> <li>• Hiring Timeline Dashboard (CSD wide)</li> </ul>	N/A
<b>HR Specialist</b>	IOOB-GRU	GRU		HR Specialist	CSD Reports	N/A	All Branch Report Data	N/A	N/A
<b>HR Assistant</b>	IOOB-GRU	GRU		HR Assistant	CSD Reports	N/A	All Branch Report Data	N/A	N/A
<b>PSA</b>	CSD Division Director's Office	<ul style="list-style-type: none"> <li>• GRU</li> <li>• CSD Admin</li> <li>• CSD Admin Archives</li> </ul>	<ul style="list-style-type: none"> <li>• Admin Requestor</li> <li>• CSD Admin</li> </ul>	HR Staff	CSD Admin Report List	N/A	All Branch Report Data	N/A	N/A

\*WISC Members will need the Role Specific permissions of *WiTS Super User Group*.

\*\* Also select Branch Position Management Reviewer if applicable.

## The Classification Unit (CU)

	User Profile Location	Work Area Page Access	Role Specific User Group	Job Title	Access to Report Lists	Access to WRD Report Data	Access to CSD Report Data	Access to Dashboards	HRSS Access
	<i>Where do they live?</i>	<i>What should they see when they log in?</i>		<i>What do they do?</i>	<i>Which reports should they see?</i>		<i>Which reports should they see?</i>	<i>Which dashboards should they see?</i>	
<b>Unit Chief</b>	IOOB-CU	<ul style="list-style-type: none"> <li>• Classification Unit</li> <li>• Classification Unit Archives</li> </ul>	<ul style="list-style-type: none"> <li>• CSD Branch Chiefs</li> <li>• Classification Unit</li> </ul>	<ul style="list-style-type: none"> <li>• Branch Chief</li> <li>• CU Classifier</li> </ul>	<ul style="list-style-type: none"> <li>• CSD Reports</li> <li>• CSD Leadership Reports</li> <li>• CU Reports</li> </ul>	N/A	All Branch Report Data	N/A	N/A
<b>Team Lead</b>	IOOB-CU	<ul style="list-style-type: none"> <li>• Classification Unit</li> <li>• Classification Unit Archives</li> </ul>	Classification Unit	<ul style="list-style-type: none"> <li>• HR Specialist</li> <li>• HR Team Leader</li> <li>• CU Classifier</li> </ul>	CU Reports	N/A	All Branch Report Data	N/A	N/A
<b>Classifier</b>	IOOB-CU	<ul style="list-style-type: none"> <li>• Classification Unit</li> <li>• Classification Unit Archives</li> </ul>	Classification Unit	CU Classifier	CU Reports	N/A	All Branch Report Data	N/A	N/A

## The Internal Operations Oversight Branch (IOOB)\*

	User Profile Location	Work Area Page Access	Role Specific User Group**	Job Title	Access to Report Lists	Access to WRD Report Data	Access to CSD Report Data	Access to Dashboards	HRSS Access
	<i>Where do they live?</i>	<i>What should they see when they log in?</i>		<i>What do they do?</i>	<i>Which reports should they see?</i>		<i>Which reports should they see?</i>	<i>Which dashboards should they see?</i>	
<b>Unit Chief</b>	CSD Division Director's Office	<ul style="list-style-type: none"> <li>• Archives Page</li> <li>• CSD Admin</li> <li>• CSD Admin Archives</li> <li>• CSD OD</li> </ul>	<ul style="list-style-type: none"> <li>• Admin Requestor</li> <li>• CSD Admin</li> </ul>	<ul style="list-style-type: none"> <li>• HR Staff</li> <li>• Division Deputy Director</li> </ul>	<ul style="list-style-type: none"> <li>• CSD Report List</li> <li>• CSD Admin Report List</li> </ul>	N/A	All Branch Report Data	N/A	N/A
<b>HRS(TL)</b>	IOOB-IOU	<ul style="list-style-type: none"> <li>• CSD Admin Archives</li> <li>• CSD Admin</li> <li>• CSD Internal Ops Reviewer</li> </ul>	Admin Requestor	HR Specialist	CSD Reports	N/A	All Branch Report Data	N/A	N/A
<b>PSA</b>	CSD Division Director's Office	<ul style="list-style-type: none"> <li>• GRU</li> <li>• CSD Admin</li> <li>• CSD Admin Archives</li> </ul>	<ul style="list-style-type: none"> <li>• Admin Requestor</li> <li>• CSD Admin</li> </ul>	HR Staff	CSD Admin Report List	N/A	All Branch Report Data	N/A	N/A

\*HR Specialists in IOU and CRU typically do not have access to WiTS.

\*\*WiSC Members will need the Role Specific permissions of *WiTS Super User Group*.