JOB AID

HR SYSTEMS SUPPORT (HELP DESK) TICKET – ADD NEW ADMIN CODE SAMPLE

WiTS USER (HR Assistant or HR Specialist)

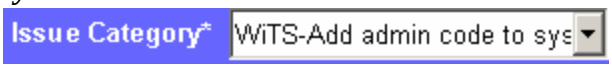
1. WiTS User identifies need to add new admin code to WiTS. Sends an email to Branch Chief with information about the newly established organization and requesting approval for the admin code to be added.

BRANCH CHIEF

2. Branch Chief forwards email with approval to add new admin code to the Branch WiTS Super User.

WiTS SUPER USER

3. Only the WiTS Super User can initiate an HRSS Help Desk ticket to request a new admin code be added to WiTS. Super User must select ***WiTS-Add admin code to system***

   Note that ticket input sheet for this type of request includes an additional section at bottom (Section 6 – New Administrative Code) that does not appear for any other type of help desk ticket initiated.

HR Systems Support Ticket - Help Desk

Initiate

SECTION 1 - TICKET INFORMATION

* Required Fields

Ticket #		Date Initiated	08/12/2004 9:14:51
Status*	Pending	Priority Code*	High
Full Name of User*	Sharon Porter	User Email*	sp47e@nih.gov;
User Phone # (no dashes)	3015941462	Organization*	CSD - B
System*	WITS	Issue Category*	WITS-Add admin code to sys
Problem Description	Please add new admin code in Section 6 below to WITS per approved organizational change effective 6/1/04.		

SECTION 2 - HR SYSTEMS SUPPORT (HELP DESK)

HRSS Staff Name		Date to HRSS	
Referral Date (Tier 2)		Reset Pwd Email Date	
New ID Email Date		Date Pwd Reset Rcv'd	
Date New ID Recv'd			

SECTION 3 - TIER 2 SUPPORT

Date To Tier 3		Date to Policy Group	
Date Ret Tier 3		Date Ret Policy Group	
Email Date to Customer			

SECTION 4 - COMMENTS

Comments	

SECTION 5 - RESOLUTION

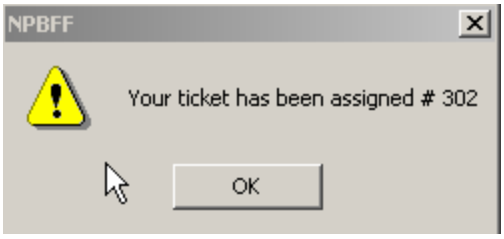
Resolution			
Resolution Date		Resolved By	

SECTION 6 - NEW ADMINISTRATIVE CODE

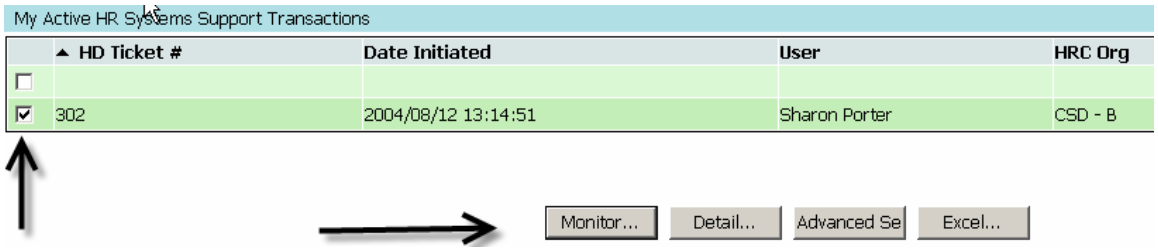
Administrative Code*	HNAM4	Institute/Center*	OD/NIH
Program Name/Title*	New Organization Full Name	Organization Initials*	NOFN/OD
Reason for Adding*	New organization was established 6/1/04.		

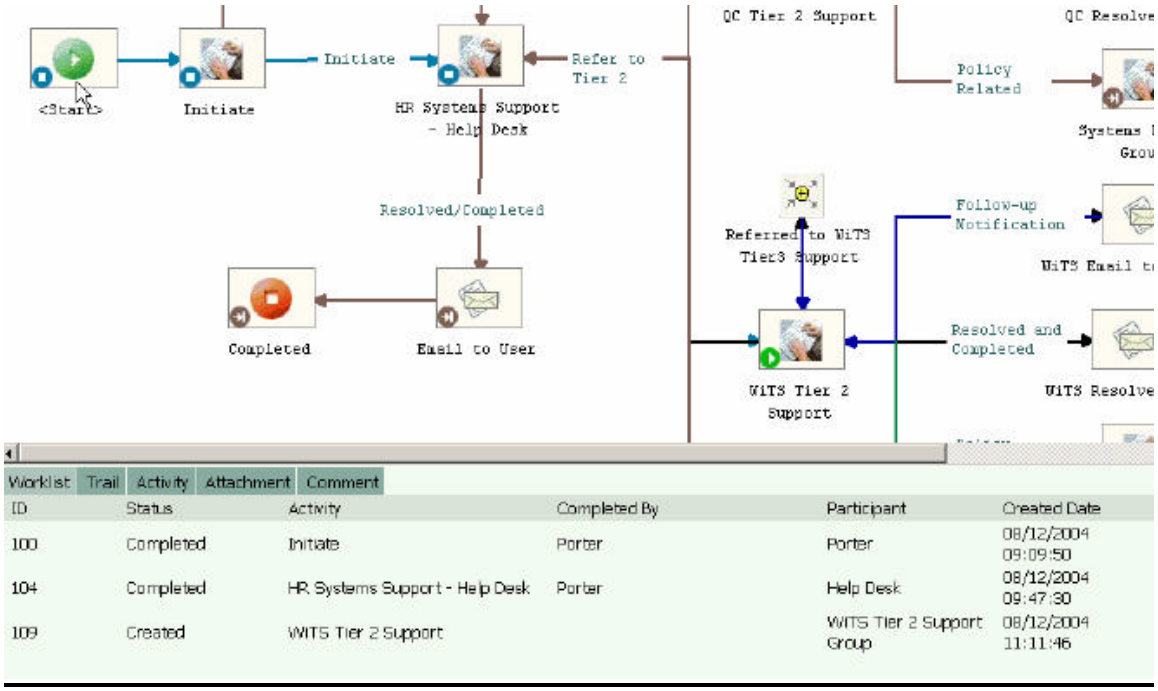
4. Super User selects “Initiate Ticket” and clicks on to forward the request to the HRSS help desk.

5. Super User receives a pop-up message box that “Your ticket has been assigned #…” For example:

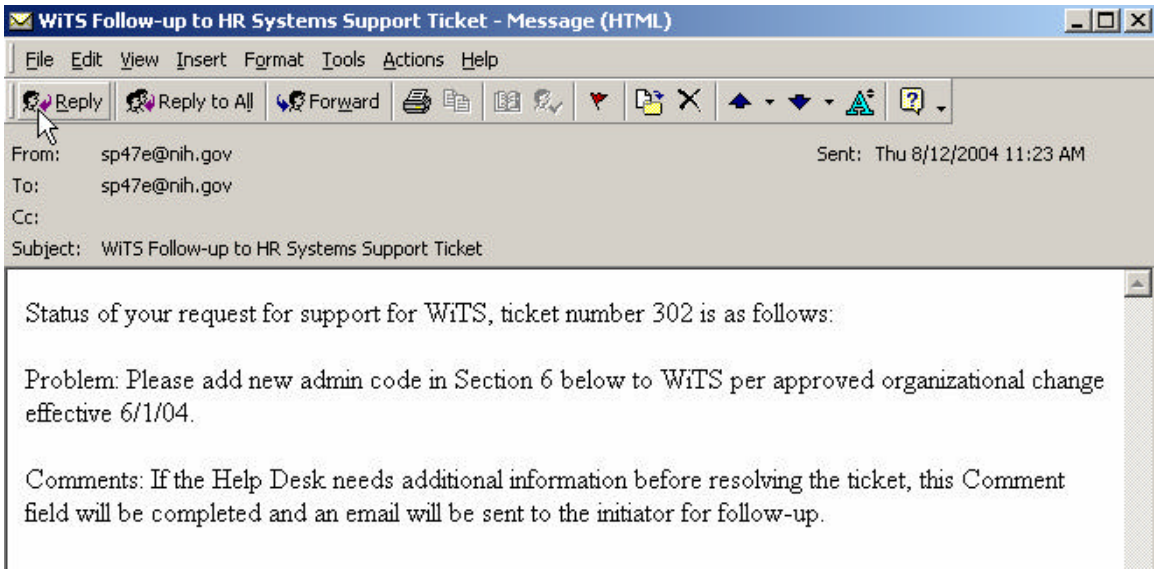


6. Super User can monitor HRSS ticket by opening it from the “My Active HR Systems Support Transactions” bizcove. Click on box next to ticket# and click “Monitor” button.

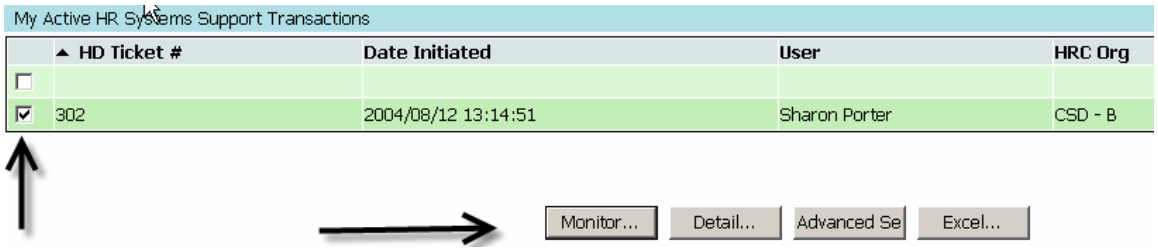




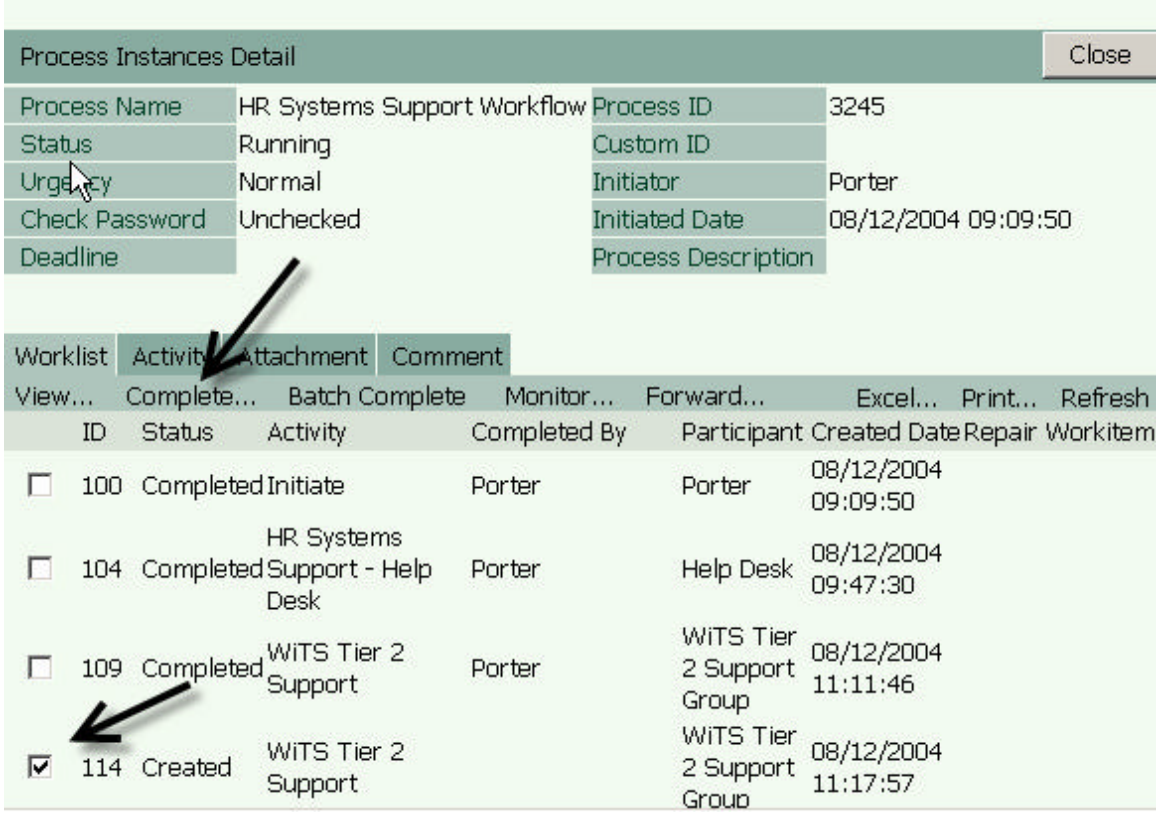
7. If the HRSS Help Desk needs more information before resolving the ticket, the Comment field in the ticket will be completed and the Super User will receive an email that includes the information requested similar to this example:



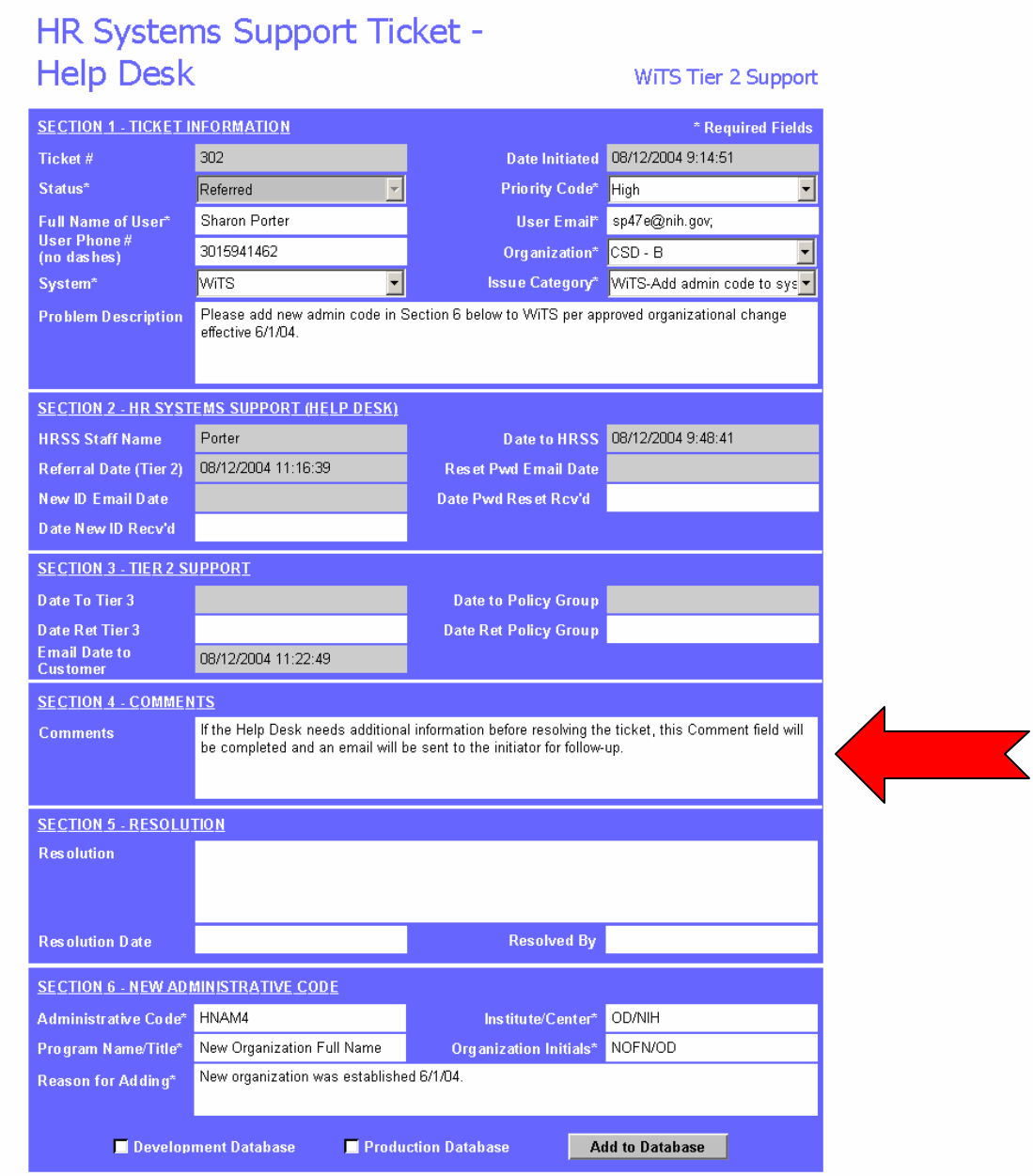
8. Super User can reply to follow-up inquiry from help desk by opening it from the “My Active HR Systems Support Transactions” bizcove. Click on box next to ticket# and click “Detail” button.



Then click in the checkbox at bottom and click “Complete” to open the ticket.



9. Super User responds to inquiry from help desk in the “Comments” section.



HR Systems Support Ticket - Help Desk

WiTS Tier 2 Support

SECTION 1 - TICKET INFORMATION

* Required Fields

Ticket #	302	Date Initiated	08/12/2004 9:14:51
Status*	Referred	Priority Code*	High
Full Name of User*	Sharon Porter	User Email*	sp47e@nih.gov;
User Phone # (no dashes)	3015941462	Organization*	CSD - B
System*	WiTS	Issue Category*	WiTS-Add admin code to sys
Problem Description	Please add new admin code in Section 6 below to WiTS per approved organizational change effective 6/1/04.		

SECTION 2 - HR SYSTEMS SUPPORT (HELP DESK)

HRSS Staff Name	Porter	Date to HRSS	08/12/2004 9:48:41
Referral Date (Tier 2)	08/12/2004 11:16:39	Reset Pwd Email Date	
New ID Email Date		Date Pwd Reset Rcv'd	
Date New ID Recv'd			

SECTION 3 - TIER 2 SUPPORT

Date To Tier 3		Date to Policy Group	
Date Ret Tier 3		Date Ret Policy Group	
Email Date to Customer	08/12/2004 11:22:49		

SECTION 4 - COMMENTS

Comments	If the Help Desk needs additional information before resolving the ticket, this Comment field will be completed and an email will be sent to the initiator for follow-up.

SECTION 5 - RESOLUTION

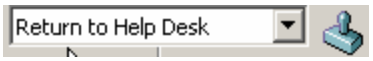
Resolution			
Resolution Date		Resolved By	

SECTION 6 - NEW ADMINISTRATIVE CODE

Administrative Code*	HNAM4	Institute/Center*	OD/NIH
Program Name/Title*	New Organization Full Name	Organization Initials*	NOFN/OD
Reason for Adding*	New organization was established 6/1/04.		

☐ Development Database ☐ Production Database Add to Database

10. Super User selects “Return to Help Desk” and clicks on to forward the requested information and return the ticket to the HRSS help desk.



11. When the new admin code has been added to the WiTS database, HRSS Help Desk will complete the ticket.

HR Systems Support Ticket - Help Desk

HR Systems Support - Help Desk

SECTION 1 - TICKET INFORMATION — * Required Fields

Ticket #	302	Date Initiated	08/12/2004 9:14:51
Status*	Completed	Priority Code*	High
Full Name of User*	Sharon Porter	User Email*	sp47e@nih.gov;
User Phone # (no dashes)	3015941462	Organization*	CSD - B
System*	WiTS	Issue Category*	WiTS-Add admin code to sys
Problem Description	Please add new admin code in Section 6 below to WiTS per approved organizational change effective 6/1/04.		

SECTION 2 - HR SYSTEMS SUPPORT (HELP DESK)

HRSS Staff Name	Porter	Date to HRSS	08/12/2004 9:48:41
Referral Date (Tier 2)	08/12/2004 11:16:39	Reset Pwd Email Date	
New ID Email Date		Date Pwd Reset Rcv'd	
Date New ID Recv'd			

SECTION 3 - TIER 2 SUPPORT

Date To Tier 3		Date to Policy Group	
Date Ret Tier 3		Date Ret Policy Group	
Email Date to Customer	08/12/2004 11:22:49		

SECTION 4 - COMMENTS

Comments	If the Help Desk needs additional information before resolving the ticket, this Comment field will be completed and an email will be sent to the initiator for follow-up User responds to additional information requested by Help Desk.

SECTION 5 - RESOLUTION

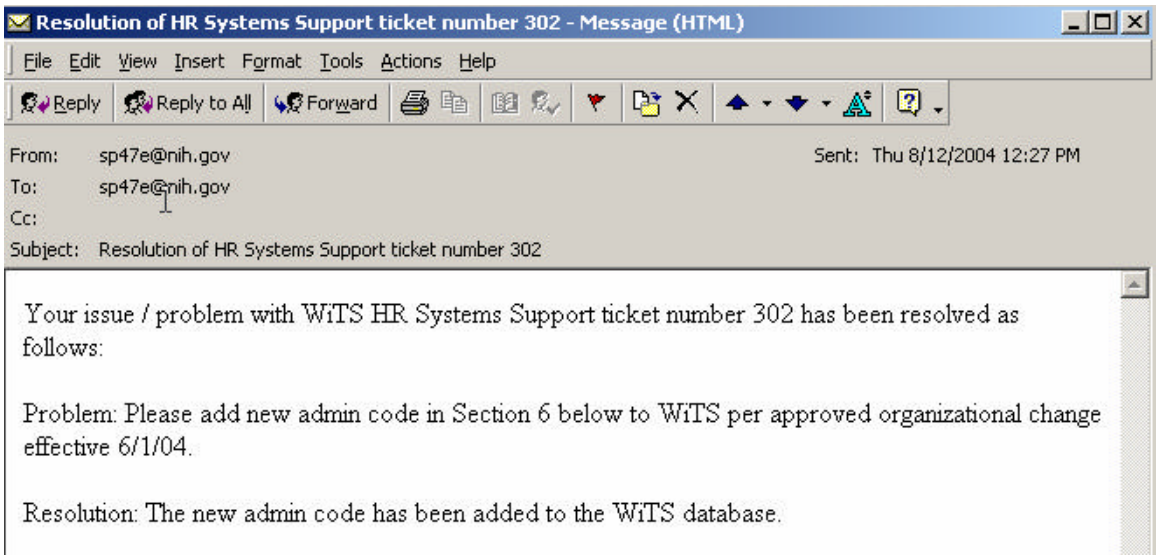
Resolution	The new admin code has been added to the WiTS database.		
Resolution Date	08/12/2004 12:26:56	Resolved By	Porter

SECTION 6 - NEW ADMINISTRATIVE CODE

Administrative Code*	HNAM4	Institute/Center*	OD/NIH
Program Name/Title*	New Organization Full Name	Organization Initials*	NOFN/OD
Reason for Adding*	New organization was established 6/1/04.		

☑ Development Database ☑ Production Database [Add to Database]

12. The Super User will receive an email notice that the admin code has been added, for example:



13. Super User notifies Branch Chief and appropriate WiTS User(s) that the admin code is available to use in WiTS.