Chapter 2

Managing the Workload

Chapter Topics

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Accessing a Request

To give the NYSTEP user the greatest flexibility possible in pulling information from the system, several different approaches that allow the user to access a transaction have been developed – Find an Existing Transaction, Grievances Work Load Tracking, and Worklist.

Find an Existing Transaction

Just as a User initiates a request through the menu groups at the left side of the screen, a transaction can be retrieved using the same method. Simply follow the applicable menu items through the appropriate menu groups.

Grievances Work Load Tracking

Through **Grievances Work Load Tracking**, a user can retrieve information about submitted transactions using many criteria, individually or in combination. The criteria available will depend on the transaction type being searched, but some common fields include: **Tracking Number**, **Agency Code**, **Request Status**, **Request Date** or **Assigned Analyst**. Users can also order the way the information displays in the **Order By** fields.

Worklist

Within NYSTEP, transactions are generally routed automatically to the next level of processing. Thus, when an operating agency sustains an Out-of-Title Work grievance, it is sent to the Worklist, or electronic “inbox”, of the appropriate C&C staff. Grievances that are denied at the agency level are not forwarded. However, if a Step 3 appeal is filed, OER will enter the appeal on NYSTEP and the system will then route the grievance to the employing agency designee and the C&C section that handles the agency. All determinations by OER, including withdrawals, are routed back to the agency and C&C.

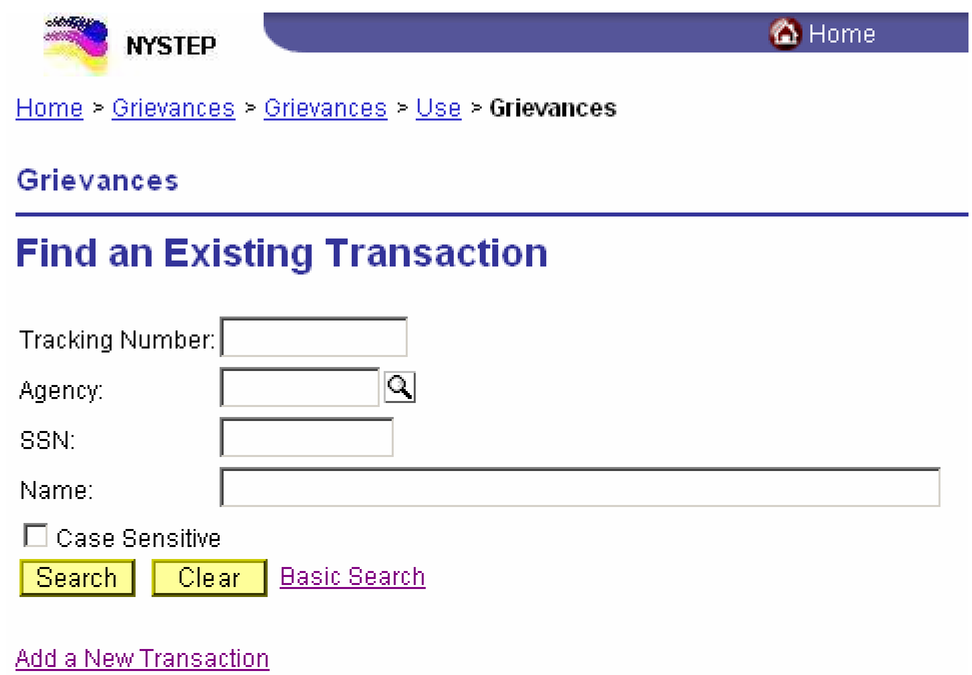
An operating agency may withdraw a grievance only when the grievance has not progressed beyond Step 2. When an operating agency withdraws a grievance, it is not forwarded.

Find an Existing Transaction

The simplest and most straightforward way to access a grievance is to go into the request page directly through the menu items and enter the applicable data.

Access the Page

1. Click **Grievances, Grievances, Use, Grievances**.
   A Search Dialog Box will display



2. Enter as much data as necessary to pull up a grievance. Press **Search**.

The search can be as broad or as narrow as necessary. Entering the full **Job Control Number** will take the user directly to the requested transaction. A search can be conducted by entering criteria singly (**Agency**) or in combination (**Agency** and the first part of the **Tracking Number** or the last name of the grievant). The more information the tracking system has to define the search, the more focused the results.

Work Load Tracking

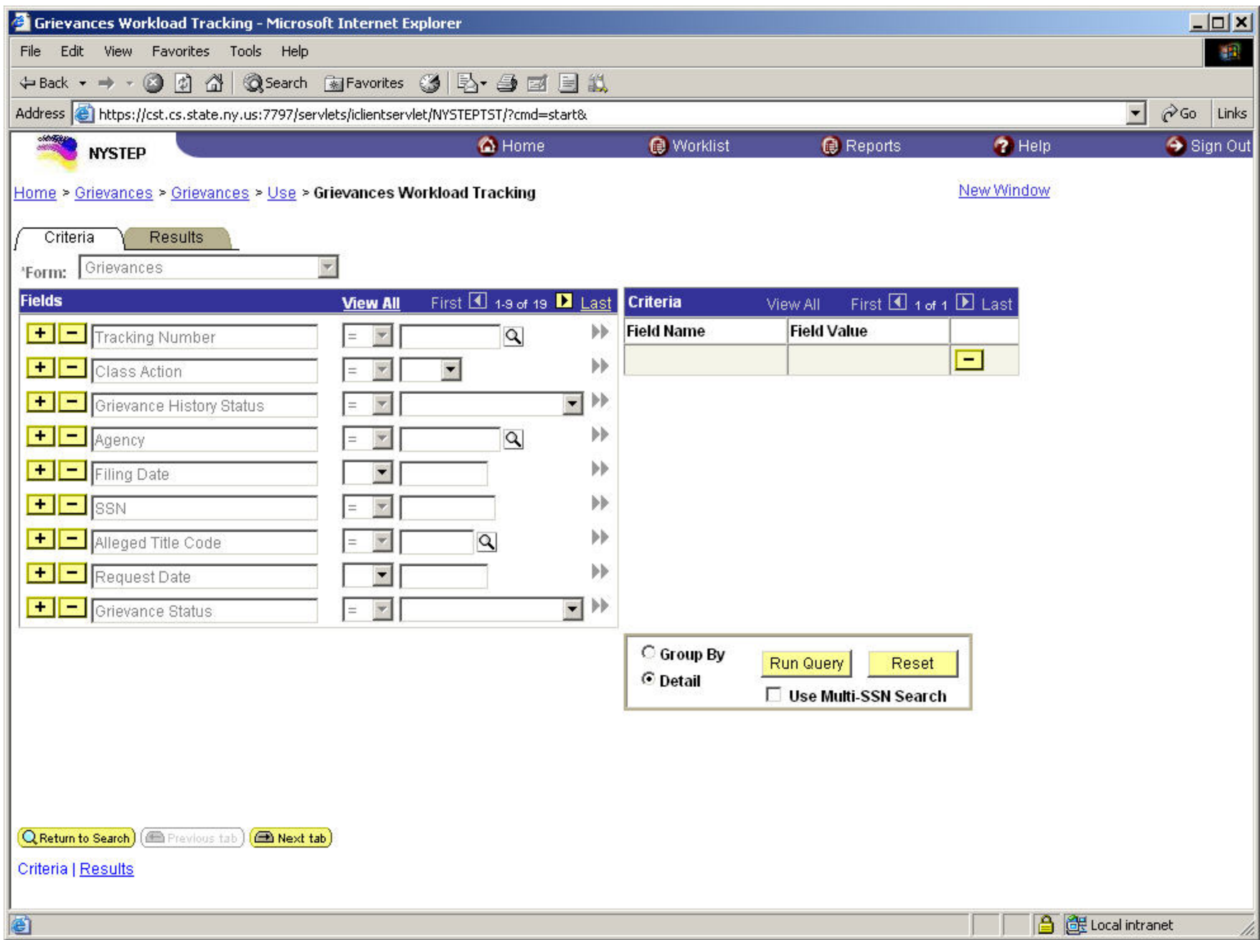
NYSTEP includes an easy means by which a user can find the status of any transaction submitted by his or her agency.

Through **Grievances Work Load Tracking**, a user can retrieve information using many criteria, individually or in combination. The criteria available will depend on the transaction type being searched, but some common fields include: **Tracking Number**, **Agency Code**, **Alleged Title Code**, **Step, Filing Date** or **Assigned Analyst**. These data entry fields can also order the way the information displays in the **Order By** fields.

The information is displayed in rows across the page. Clicking the hyperlink on the **Tracking #** at the beginning of the row will call the transaction up in another window.

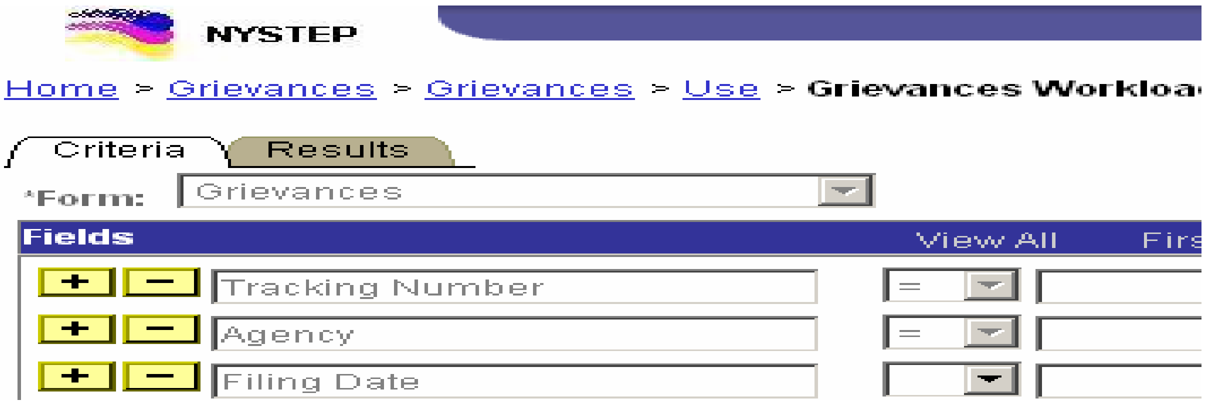
Access the Page

1. Click **Grievances**, **Grievances, Use, Grievances Work Load Tracking**.
   A Search Dialog Box will display



NOTE: Field descriptions for this page are found at the end of the Grievances Work Load Tracking section.

2. In the **Form** field, you will see **Grievances**



3. Select the **Field**(s) to search by. In the appropriate field, enter the necessary data or click and select the code(s). Press **Tab**.

NOTE: The criteria available depend on the transaction type being searched for. The data entry fields can also order the way the information displays in the **Order By** fields.

NOTE: The data search fields can be modified by adding and deleting rows. To add a row, press the **+** button. Pressing will bring up a list of available fields that can be added.

To delete a row, press the **–** button. A message will appear asking the user to confirm the delete. Press **OK** to delete the row. Despite the message, the row will be deleted immediately upon clicking **OK**.

4. After selecting the data search field(s), click to move that data to the **Criteria** box.

NOTE: The system has no information with which to search until data fields have been placed in the **Criteria** box. At least one data field must be entered to begin a search.

NOTE: The criteria fields can be modified by adding and deleting rows. To add a row, press the button in the **Fields** box. To modify a field, press the button to remove it from the criteria. It can then be modified in the **Fields** box and placed back into the search criteria.

To remove a field completely, press the **–** button. A message will appear asking the user to confirm the delete. Press **OK** to delete the row.

Despite the message, the row will be deleted immediately upon clicking **OK**.

5. To run the report, select how the report should be organized and click the **Run Query** Run Query button. The results can be shown in one of two fashions – by **Group** or **Detail**. **Group** will break down transactions by agency code and group them together with a count of the number of transactions. **Detail** will break out the transactions by individual request.

NOTE: Detail Reports that contain fewer than 100 rows of information will appear at the bottom of the **Criteria** page. If there are more than 100 rows of information, a new page will appear under the **Results** tab. Results of the **Group By** sort are on the bottom of the **Criteria** page.

The results of a **Group** search will show rows of information grouped by title code, and will contain the fields **Agency**, **Agency Name**, **Title Code**, **Job Title**, and **Count**.

Results of a **Detail** search also show rows of data. To access the transaction, click on the **Tracking #** to call the request up on another page.

The results of a **Detail** search can be sorted in a variety of ways by using the **Order By** fields. Press the and select the field by which the results should be sorted. The data can be ordered by three different fields. **Field 1** will order first, followed by **Field 2** and then **Field 3**. Click **Sort** and the data will order as specified.

6. To run another report, click **Reset** and enter the information for another search.

Criteria Page Field Descriptions

Field	Description
Form	The general type of transaction being requested, (e.g., Grievances.).
Fields	The area in which to specify the search fields.
+	Insert another row of data to search by.
−	Delete a row of search data.
(Data Field Name)	Name of the data field.
(Search Qualifier)	Specifies the condition of the data (e.g. equal to, less than, etc.).

Field	Description
(Data)	Specific data to search for (e.g. Grievant Name, Agency 08000, etc.).
▶▶ OR ◀◀	Places or removes the data into the Criteria box for searching.
Criteria	Specifies exact data name(s)/qualifier to search for.
Field Name	Name of the data field being searched.
Field Value	Specific data being searched for and any qualifying conditions.
−	Deletes a row of search criterion.
Group By	Sorts search result data by title code.
Detail	Sorts search result by individual Tracking #.
Run Query	Runs the search.
Reset	Clears and resets all data fields to conduct another search.
Use Multi-SSN Search	When checked, displays all the named grievants entered in the system in Multi-SSN transactions.

Results – Group By Field Descriptions

Field	Description
Agency	Numeric code of the agency.
Agency Name	Alpha description of the agency.
Title Code	Title code for which the transaction is requested.
Job Title	Alpha description of the title.
Count	Number of transactions for that particular title code/description.

Results Page Field Descriptions

Field	Description
Form	The general type of transaction being requested (e.g., Grievances.).
Order by	Displays the search outcome as specified.
Field 1	Orders the displayed results by the data field chosen (e.g. Action Code, Title Code. etc.).

Field	Description
Field 2	Orders the displayed results by the data field chosen (e.g. Action Code, Title Code. etc.). Secondary sort order.
Field 3	Orders the displayed results by the data field chosen (e.g. Action Code, Title Code. etc.). Third level sort order.
Sort	When clicked, arranges the search results in the order specified by the **Order By** fields.
Detail Results – (Description)	The area in which the results of a transaction search is shown.
Tracking #	System generated number that designates and identifies an individual transaction request.
(Data Fields)	Important data fields from the transaction request.

Using the Worklist

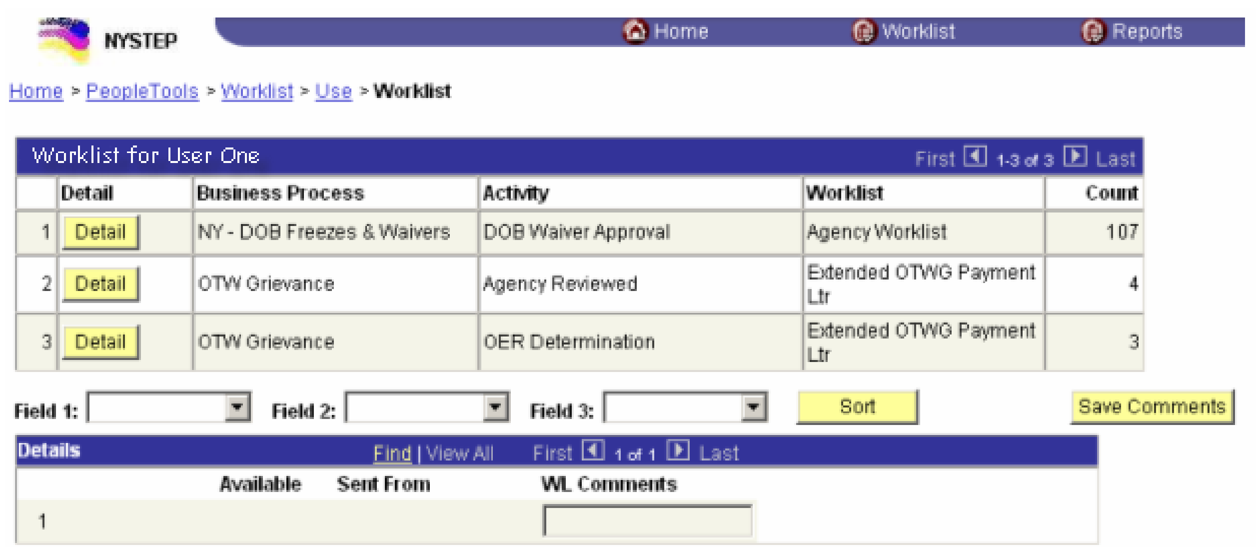
Within NYSTEP, transactions are typically routed automatically to the next level of processing. When an operating agency sustains a grievance, it is sent to the Worklist or electronic “inbox” of the appropriate C&C staff. When OER submits a Step 3 appeal or reconsideration request (Step 3 ½) of an agency determination, the grievance is routed to the agency and C&C.

If a union wants to withdraw a grievance that is awaiting a determination by the agency, the agency should simply withdraw the transaction. No Worklist will be generated. Once the grievance has been sustained at Step 2 or appealed to OER, the withdrawal request will be processed by OER and a Worklist will be sent to both the agency and C&C designees.

Access the Page

1. Access the NYSTEP Home page.

2. Click Worklist
A Worklist page will appear.



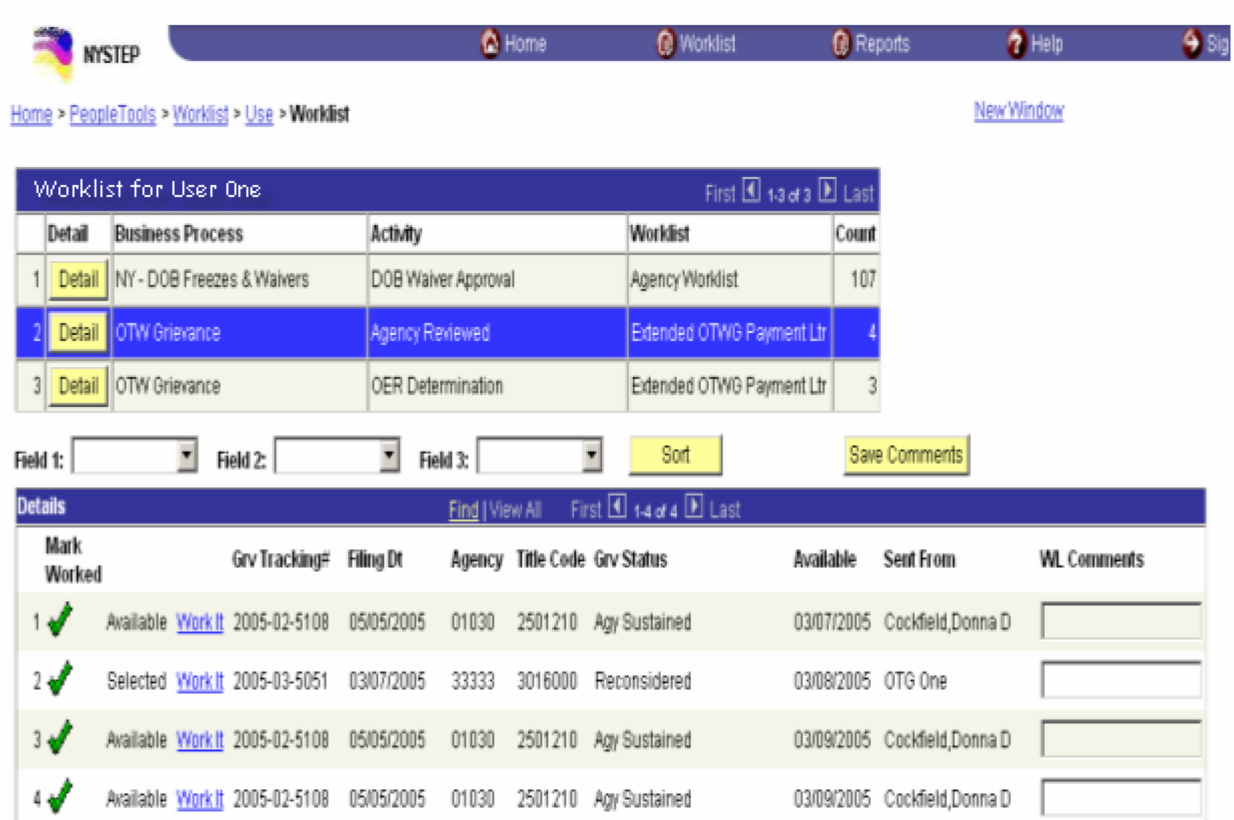
	Detail	Business Process	Activity	Worklist	Count
1	Detail	NY - DOB Freezes & Waivers	DOB Waiver Approval	Agency Worklist	107
2	Detail	OTW Grievance	Agency Reviewed	Extended OTWG Payment Ltr	4
3	Detail	OTW Grievance	OER Determination	Extended OTWG Payment Ltr	3

	Available	Sent From	WL Comments
1			

NOTE: Field descriptions for this page are found at the end of the Using the Worklist section.

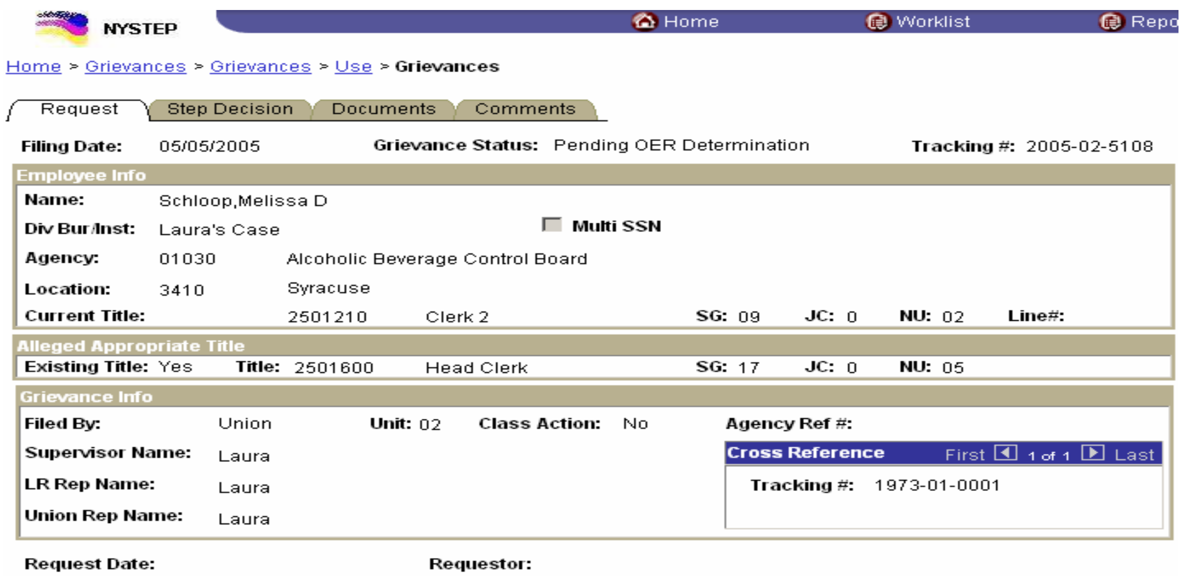
The **Worklist** is made up of transaction request data grouped by the **Business Process** (i.e. OTW Grievance), its **Activity** (i.e. C&C Reviewed, OER Determination), and the Worklist (i.e. Appeal/Reconsider, OER Determination).

3. Determine the row the request to be worked is in. Click the Detail button. The individual transaction requests will appear in a **Details** box at the bottom of the page.



The results of a **Detail** search can be sorted in a variety of ways. Press the ▼ at the end of the **Field (1/2/3)** data box and select the field by which the results should be sorted. The data can be ordered by three different fields. **Field 1** will order first, followed by **Field 2** and then **Field 3**. Click Sort and the data will order as specified.

4. To work an individual transaction request, click **Work It**. The Worklist page will be replaced by the **Grievance** page.



To work another transaction without returning to the worklist, click the Next in List OR Previous in List buttons, or click on **View All** and scroll to the appropriate sequence. To return to the worklist, click the Worklist button.

Brief explanatory comments, limited to 30 characters, can be made in the worklist regarding a request. In the **WL Comments** data field, enter any applicable notes. To keep these comments, the Save Comments button must be clicked. Once comments are entered, they cannot be deleted, but they may be edited.

Prior to a request being selected from the Worklist, an item will be marked **Available.** After having clicked the **Work It** hyperlink, the transaction will be marked **Selected** when the Worklist is next accessed.

To clear a transaction from the worklist, highlight the row and click ✔. This will immediately remove the request row from the Worklist.

NOTE: If a transaction is inadvertently marked worked and removed from a worklist, it can still be accessed using the menu items and Find an Existing Transaction. Enter the transaction information into the search dialog box.

Worklist Field Descriptions

Field	Description
Detail	When pressed, calls up all transactions with common workflow characteristics.
Business Process	The type of the transaction.
Activity	Describes where the transaction is in grievance process/NYSTEP workflow.
Worklist	Last action taken against the request.
Count	The number of transactions within each row of the worklist.
Field 1	Orders the displayed results by the data field chosen (e.g. Action Code, Title Code. etc.).
Field 2	Orders the displayed results by the data field chosen (e.g. Action Code, Title Code. etc.). Secondary sort order.
Field 3	Orders the displayed results by the data field chosen (e.g. Action Code, Title Code. etc.). Third level sort order.
Sort	When clicked, arranges the search results in the order specified by **Field (1/2/3)**.
Save Comments	When pressed, saves any comments entered into WL Comments.
Mark Worked	Deletes the transaction from the worklist.
(Available/Selected)	Indicates whether or not the request has been accessed.
Work It	Opens the request.
Grv Tracking #	System generated number displayed upon saving or submitting.
Filing Dt	Date entered as the date grievance was filed
Agency	Numeric code of the agency.
Title Code	The title code in which the grievant is serving.
Grv Status	The current status of the grievance; i.e. Grievance.
Available	Date the item became available on the worklist.

Field	Description
Sent From	Individual from whom the request was last routed.
WL Comments	Open field for brief explanatory notes.