

Managing the Workload

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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, Work Load Tracking, Worklist, and Transaction Sumry/Go Seq.

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.

Work Load Tracking

Through **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: **Job Control Number, Agency Code, Form Code, Action Code, Request Status, Request Date** or **Assigned Analyst**. These data entry fields can also order the way the information displays in the **Order By** fields.

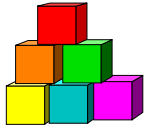
Worklist

Within NYSTEP, transactions are routed automatically to the next level of processing. Depending on the type of transaction being submitted, when an operating agency submits a transaction, it is sent to the Worklist, or electronic “inbox”, of the appropriate C&C or DOB staff.

When an operating agency requests that a transaction be withdrawn, it is returned to the Worklist of the individual at the previous level. Any transaction withdrawn by C&C at the Agency’s request will return to the Agency. Requests withdrawn by an Agency at the DOB level will return to the C&C Analyst, if applicable. All C&C actions except Approved as Requested are also routed back to the Worklist. No notice is given if the transaction is Approved as Requested.

Transaction Sumry/Go Seq

To expedite the processing of requests, the **Trx Sumry** hyperlink provides the option of viewing or working a transaction at the Job Control as well as the Sequence level. The hyperlink also gives the user the ability to go directly to a specific Sequence without requiring the use of the navigation bar to move through all the pages of a multi-sequenced request.



Find an Existing Transaction

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



NOTE: While the outline below retrieves a 4N/4R long form transaction, the steps are the same for almost all processes.



Access the Page

1. Click **NY Title and Position Mgmt, TPM Long Form Requests, Use, 4N/4R Transactions**.

A Search Dialog Box will display

NYSTEP Home Worklist

Home > NY Title and Position Mgmt > TPM Long Form Requests > Use > 4N/4R Transactions

4N/4R Transactions

Find an Existing Transaction

Job Control Number:

Agency:

Form Code:

Action Code:

Begin Line Number:

Title Code:

[Basic Search](#)

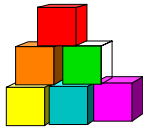
[Add a New Transaction](#)

2. Enter as much data as necessary to pull up a transaction. 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 page. A search can be conducted by entering criteria singly (**Agency**) or in combination (**Agency** and **Action Code**). The more information the tracking system has by which to define the search, the more focused the results.

Different fields may appear in the Search dialog box, depending on the type of transaction being retrieved.



Work Load Tracking

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

Through **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: **Job Control Number, Agency Code, Form Code, Action Code, Request Status, Request 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 **Job Control #** at the beginning of the row will call the transaction up in another window.



Access the Page

1. Click **NY Title and Position Mgmt., Work Load Tracking, Use, Work Load Tracking**.

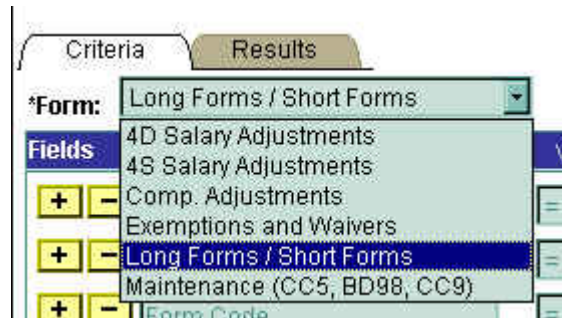
A Search Dialog Box will display


The screenshot shows the NYSTEP search interface. At the top, there are navigation links for Home, Worklist, and Help. Below that is a breadcrumb trail: Home > NY Title and Position Mgmt > Work Load Tracking > Use > Work Load Tracking. The main search area has two tabs: 'Criteria' (selected) and 'Results'. Under 'Criteria', there is a dropdown for '*Form:' set to 'Long Forms / Short Forms'. A list of search fields is shown, each with a plus/minus icon, an equals sign, a dropdown arrow, and a search icon. The fields include Job Control Number, Agency, Form Code, Action Code, Title Code, Request Status, Request Date, Assigned Analyst, and Stream Line?. To the right, there is a 'Criteria' table with columns for 'Field Name' and 'Field Value'. Below the table are radio buttons for 'Group By' and 'Detail', and buttons for 'Run Query' and 'Reset'. The user's name 'Sunshine, Suzy' is displayed at the top right of the search area.



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

- In the **Form** field, click  and select the transaction type.






- 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**.

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




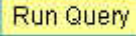
NOTE: The system has no information with which to search until data fields have been placed in the **Criteria** box. At least one data field must be entered to begin a search.



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**.


- To run the report, select how the report should be organized and click the **Run Query**  button. The results can be shown in one of two fashions – by **Group** or **Detail**. **Group** will break down transactions by title 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 less than 100 rows of information will appear at the bottom of the **Criteria** page. Over 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, but the fields in that search will vary with the type of transaction. To access the transaction, clicking the **Job Control #** will 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.

- 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., Long Form/Short Form, Comp Adjustments etc.).
Name	The name of the individual making the search.
Fields	The area in which to specify the search fields.
	Insert another row of data to search by.

Field	Description
	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.).
(Data)	Specific data to search for (e.g. Form 4R, 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 Job Control #.
Run Query	Runs the search.
Reset	Clears and resets all data fields to conduct another search.

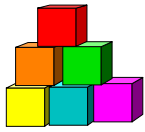
Results – Group By Field Descriptions

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., Long Form/Short Form, Comp Adjustments etc.).
Name	The name of the individual making the search.

Field	Description
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 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.
Job Control #	System generated number that designates and identifies an individual transaction request.
(Data Fields)	Important data fields from the transaction request. What is shown varies with each transaction type.



Using the Worklist

Within NYSTEP, transactions are routed automatically to the next level of processing. Depending on the type of transaction being submitted, when an operating agency submits a transaction, it is sent to the Worklist, or electronic “inbox”, of the appropriate C&C or DOB staff.

When an operating agency requests that a transaction be withdrawn, it is returned to the Worklist of the individual at the previous level. Any transaction withdrawn by C&C at the Agency’s request will return to the Agency. Requests withdrawn by an Agency at the DOB level will return to the C&C Analyst, if applicable. All C&C actions except Approved as Requested are also routed back to the Worklist. No notice is given if the transaction is Approved as Requested.



Access the Page

1. Access the NYSTEP Home page.
2. Click  **Worklist**
A Worklist page will appear.

NYSTEP Home Worklist

Home > PeopleTools > Worklist > Use > Worklist

Worklist for ABC123 First 1-6 of 6 Last

	Detail	Business Process	Activity	Worklist	Count
1	Detail	NY - DOB PS Schedules	DOB Comp Adj Withdraw	Agency Comp Adj Wrklist	1
2	Detail	NY - TPM Long Form Process	CC Determin Process - LF	C&C Appr w/Let - Ag WI	1
3	Detail	NY - TPM Long Form Process	CC Determin Process - LF	C&C Disappr - Ag WI	3
4	Detail	NY - TPM Long Form Process	CC Determin Process - LF	C&C Withdraw - Ag WI	1
5	Detail	NY - TPM Short Form Process	CC Determin Process - SF	C&C Disappr - Ag WI	1
6	Detail	NY - DOB Freezes & Waivers	DOB Freeze Approval	Agency Worklist	1

Field 1: Field 2: Field 3:

Details Find | View All First 1 of 1 Last


Available	Sent From	WL Comments
1 Available		<input type="text"/>



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. Long Form, Short Form, etc.), its **Activity** (i.e. CC Determin Process LF), and the Worklist (i.e. C&C Approve).

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 **Transaction Summary** page.

To work an individual sequence, click the **Go Seq** hyperlink. This gives access to only that sequence. To work multiple sequences of a request, click the **Work All Seq** hyperlink. This opens the entire transaction to processing.

To work another transaction without returning to the worklist, click the **Next in List** OR **Previous in List** buttons. 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.



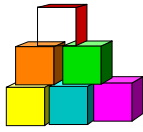
NOTE: If a transaction is inadvertently marked worked and removed from a worklist, it can still be accessed using the menu items and Find an Existing Transaction. Enter the transaction information into the search dialog box.



NOTE: Withdrawn transactions are returned to the Requestor and placed on the worklist. The transaction is held in the worklist for a period of 60 days, and then purged from the system. The Requestor can remove the transaction prior to the 60-day sunset by marking the item worked.

Worklist Field Descriptions

Field	Description
Detail	When pressed, calls up all transactions with common workflow characteristics.
Business Process	The form type of the transaction.
Activity	Describes where the transaction is in 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 Transaction Summary page for processing.
Job Cntl N	System generated number displayed upon saving or submitting.
Agency	Numeric code of the agency.
Descr	The name of the Agency.
Frm Cd	The code of the type of transaction being requested; i.e. 4N or 4R.
Actn Cd	The action code related to the form code; i.e. 01, 02, 03, etc.
Reqst. Date	Date the request was submitted.
Available	Date the item became available on the worklist.
Sent From	Individual from whom the request was last routed.
WL Comments	Explanatory notes.



TPM Transaction Summary

To expedite the processing of extensive, multi-sequenced requests, **TPM Transaction Summary** allows a user to go directly to a specific sequence without having to scroll through all the pages of a transaction. The button allows viewing and working of a transaction.



NOTE: While the outline below retrieves an § 130 Salary Adjustment long form transaction, the steps are the same for almost all processes. The dialog box may contain different data for the different types of transactions.



Access the Page

Option 1.

1. Click **NY Title and Position Mgmt, TPM Transaction Sumry/Go Seq, Use, TPM Transaction Summary**.

A Search Dialog Box will display.

2. Enter the **Job Control Number** or the **Agency** code. Press **Search**. The **Job Control Number** will take the user directly to the **Transaction Summary** page. The **Agency** code will list all the transactions for that agency. Highlight the applicable request and click **OK**. This will take the user to the **Transaction Summary** page.

Option 2. Go through **Worklist** to access directly the **Transaction Summary** page.

Option 3.

1. Click **NY Title and Position Mgmt, TPM Transaction Sumry/Go Seq**. Then click **Use, S 130 Salary Adjustments – Seq**



A Search Dialog Box will display

2. Enter the data necessary to retrieve the transaction request. Press **Search**. Except for **Job Control Sequence Number**, all fields work independently. The **Job Control Sequence Number** must be used in conjunction with the **Job Control Number** field. The **Agency** and/or the **Action Code** will list all the transactions for that agency. Highlight the applicable request and click **OK**. This will take the user to the **Request** page.

Option 4.

1. Use **Work Load Tracking** to access the specific transaction request. This will take the user to the **Request** page.

If an option has been used that does not go directly to the **TPM Transaction Summary** page, click the [Trx Sumry](#) button.

The TPM Transaction Summary page appears



NOTE: Field descriptions for this page are found at the end of the TPM Transaction Summary section



The **TPM Transaction Summary** page is an information page that is used to transfer the user to the original request page and/or sequence. The user can access all of the sequences within a given request, or go to a specific individual sequence.

The **TPM Transaction Summary** page will display the highlighting data for a specific sequence number within a request. Depending on how the **TPM Transaction Summary** page has been accessed, there may be multiple sequences listed on the page. If there are more than four sequences, the navigation buttons at the top of the Transaction Summary box can be used to access them.

If the user would like to work all sequences of a transaction, clicking the [Work All Seq](#) hyperlink will open the request and give the User access to all sequence numbers in that request.

To work an individual transaction, click the [Go Seq](#) hyperlink. This will call up the agency request page for that individual sequence. From there, a user can review the originally submitted request on the **Request** page.

To move on to the next sequence within a transaction, click [Trx Summry](#) to return to the **TPM Transaction Summary** page. Click the [Go Seq](#) hyperlink on the desired sequence and continue to work the request.

TPM Transaction Summary Page Field Descriptions

Field	Description
Agency	The Agency Code and name requesting the transaction.
Job Control #	System generated number displayed upon saving or submitting.
Form	The code of the transaction being requested (e.g., 1A, 2A).
Action	The Action Code related to the form code (e.g. 31, 13, etc.).
Request Status	The point the transaction is at in the approval process; i.e. Agency Submitted, C&C Supp. Info Requested, C&C Disapproved, C&C Submitted, C&C Withdrawn, Pending DOB Determination, DOB Approved/C&C Streamlined, DOB Disapproved, DOB Withdrawn, Sunset.
Sequence Number	Indicator of a particular sequence in a transaction request.
Line #	Line number of position or first item in range.
Title	Alphabetic description of the title.
Go Seq	Opens the page for a particular sequence of a transaction.
Work All Seq.	Opens and gives access to all sequences within a request.