

# CAPPS HR/Payroll User Group Meeting

Tuesday, April 25, 2023

9–10:30 a.m.

(Webinar Only)

## I. Welcome/Announcements

- The HR/Payroll User Group for March was moderated by Sandra Farley, HR/Payroll system support supervisor.
- This month's icebreaker question is a two-part question.
  - Part 1: Payroll Officers, how do you know when you experience a payroll failure? (i.e., email notification, SR notification, SPRS report, from Day 2 of the payroll checklist)
  - Part 2: What steps do you take to remedy it?
  - The responses are in the chat and will be reviewed during the next user group in May.
- An announcement was made about upcoming maintenance and CAPS system availability for the month of May that included:
  - CAPPS Production and Non-Production environments will not be available May 5 at 5 p.m. through May 8 at 8 a.m.
  - CAPPS Recruit environment will not be available during the following periods:
    - May 4 at 11 p.m. through May 5 at 4 a.m. — upgrade STG and S01 environments to Version 23A.
    - May 14 from 4 a.m. to 12 p.m. (noon) — routine maintenance ahead of OBI reporting tool updates.
    - May 15 at 6 p.m. through May 16 at 8 a.m. — update to the OBI reporting tool.
    - May 17 at 11 a.m. through May 18 at 4 a.m. — upgrade Recruit Production environment to Version 23A.
- The summary of the feedback question from the March HR/Payroll User Group meeting was presented by Erika Condado-Alvarado. Participants were asked to rank the challenges they experienced with the payroll process. Feedback results indicated that:
  - 27.27% — payroll errors
  - 18.18% — payroll reports/queries and cancellations & reissues
  - 15.15% — return monies
  - 12.12% — CPE entries
  - 6.06% — off-cycle payrolls
  - 3.03% — garnishments setup
- The summary of access options for the ace questions from the March HR/Payroll User Group meeting was presented by Rebecca Kelly, HR/Payroll Recruit analyst. Participants were asked to select their preferred options in CAPPS Recruit using **SR 43759**.
  - The most preferred option was Option 2 — add view to all.
  - This option will add view access to the questions section for all CAPPS Recruit users. Details of this change and the other options were presented during the March HR/Payroll User Group meeting.

## II. Production Updates

- CAPPS HR/Payroll activities were reviewed by Erika Condado-Alvarado and Sandra Farley.
  - HR/Payroll SR Summary Data for March 2023 was reviewed. During March:
    - 685 new tickets were opened.
    - 734 tickets were closed.
    - 675 tickets were carried forward from March into April.
  - The HR/Payroll Release Notes for April 2023 were reviewed. Highlights included:
    - The rollup/rolldown process updates Position and Job Information for all employees reporting to a supervisor who has vacated their position so that the processed dependent on an active supervisor will work appropriately (**SR 40370**).
    - The TX\_FY\_JOB processes produce predictable results so that the W-4 data is updated accurately during the FYE processing (**SR 33027**).
    - The SPRS Outbound file ow processes address changes without flagging them erroneously, so that the SPRS Audit Report trailer counts are accurate, and the file will process successfully (**SR 38192**).
    - The Payroll Interface accounts for multiple rows belonging to the same employee, so that it processes valid data without abending (**SR 34670**).
    - Managers can view pending time certification for direct reports on the MSS Time Certification page so that only current time certification for an agency is viewable (**SR 35505**).
    - Edits fire appropriately when trying to increase time on leave entries already processed and in Submitted (SB) status, so that the increase is not saved erroneously (**SR 45134**).

- HR/Payroll SRs Submitted to Governance (Voting Items) this month were reviewed by Arun Kumar, Rebecca Kelly and Stephen Keltgen, HR/Payroll analysts. Four enhancements included:
  - **SR 21252** – Develop a new accrual rule based on the existing rule that will be able to handle the accrual calculation needs for concurrent employees.
  - **SR 24688** – Add the Overall Summary Rating field to the *View Documents* page, for the performance management administrators and add the new field name Overall Rating. This field will display the numeric average of the overall summary rating value. If an agency is not using the overall summary rating value, the field displays as a blank or N/A.
  - **SR 42997** – Add the ability for performance management administrators to select and print multiple performance documents from the *View Documents* page and include a checkbox option next to each document so the administrator can select the document they want to print. After selecting the print option, the system will generate a single PDF version of the selected documents.
  - **SR 43759** – Within CAPPS Recruit, the SSA Security team will grant permissions that allows Manager Self-Service – Recruit, Recruiting Coordinator, Interviewer and Approver users access to view the questionnaire section on the requisition.

### III. Project Updates

- The CAPPS HR/Payroll agency deployment update was presented by Sandra Farley, HR/Payroll system support supervisor.
  - The six agencies deploying HR/Payroll in Fiscal 2023 are on track to go live on May 8, 2023.
  - The project is overall 92% complete with all milestones progressing as planned.
  - System tests, conference room pilots and acceptance testing are now complete.
  - Remaining pre-deployment activities are all in varying stages of progress, including security requests and cutover planning.
- The CAPPS Recruit agency deployment update was presented by Adrian Cantu, CAPPS project manager.
  - The five agencies deploying Recruit in Fiscal 2023 are on track to implement the CAPPS Recruit module on May 17, 2023.
  - The project overall is 81% complete with no risks or issues.
  - UAT weekly sessions are complete.
  - Agency sign-off forms are due April 28 and cutover activities are in progress.

### IV. Reminders

- Several reminders for upcoming activities was presented by Erika Condado-Alvarado.
  - Agencies must submit names of authorized employees and a new Letter of Authorization (LOA) signature list form by May 31.
  - The survey for each ASP Service Request (SR) is in the automated email sent out after an SR ticket has been closed or completed.
  - The CAPPS Governance Committee Members Election for Biennium FY2024-25 is in progress and a call for nominees should go out in late May, with voting to begin in mid-to-late June.

### V. On the Horizon

- An update on the reduced security access to SPAPPR (electronic approval) screen was presented by Erika Condado-Alvarado.
  - Since January 2021, users have been able to approve payroll in CAPPS without having to separately log into SPRS. Therefore, there is no longer a need for users to retain security access to approve payrolls directly in SPRS.
  - Removal of this access in SPRS was a stated goal in the original change request.
  - Effective June 1, 2023, security access is scheduled to be reduced to view-only access for all CAPPS central employees. This change will still allow agencies to view the screen to see if payroll has been approved.

### VI. Features and User Spotlights

- The importance of why clearing cache and cookies was presented by Megan Lambert, HR/Payroll analyst.
 

When users access a web application (such as CAPPS), the site data that loaded is stored on the user's browser as a cache. The next time the user accesses the same content, the data loads from the user's browser cache rather than from the server.

CAPPS is a system that is constantly being updated. Therefore, if you are not clearing your cache often, you are likely not accessing the most current and updated data. When you clear your cache, it forces the site to retrieve data from the server rather than loading the previously cached data on your web browser.

- To clear your cache in the Chrome browser:
  1. On the top-right-hand corner, click the three dots (...) and select **Settings**.
  2. From the Settings' left sidebar menu, select **Privacy and security**.
  3. From the Privacy and Security page, select **Clear browsing data**, then:
    1. In the **Time range** dropdown menu, select **All time**.
    2. Turn ON the checkboxes for:
      - **Cookies and other site data**
      - **Cached images and files**
    3. Click **Clear data**.
- To clear your cache in the Edge browser:
  1. On the top-right-hand corner, click the three dots (...) and select **Settings**.
  2. From the Settings' left sidebar menu, click **Privacy, search and services**.
  3. From the Privacy, search and services page, under the **Clear browsing data** section, on the **Clear browsing data now** item, click **Choose What to Clear**, then:
    1. In the **Time range** drop-down menu, select All time.
    2. Turn ON the checkboxes for:
      - **Cookies and other site data**
      - **Cached images and files**
    4. Click **Clear now**.
- The fastest way to access the menu to your cache is using the keyboard shortcut. In either browser, simultaneously press **Ctrl+Shift+Delete** on the keyboard and follow the remaining steps to clear browsing data.

## VII. Open Forum Q&A

- Attendees were asked: *"What step(s) in the hiring process usually cause the most delay."* Responses appeared in the chat and will be reviewed/discussed during the next HR/Payroll User Group meeting.

## VIII. Deep Dive Topics

- The April 2023 TDIS upgrade review was presented by Megan Lambert.
  - DA Console URL changed.
  - TDIS main dashboard displays a password expiration notice within 7 days of your password expiring.
  - TDIS processes last name changes. When a user's last name is updated, it is reflected in TDIS.
  - TDIS portal has Multi-factor Authentication (MFA) preference management, which means that users can select a preferred multi-authentication method as the default.
  - Delegated Administrators (DA) are able to unlock accounts for another DA at the same agency.
  - The **ACCOUNT LOCKED** and **LOCKED BY OTP** fields were updated to include a parenthetical comment that states *"Only Locked if Timestamp is Present."* Prior to this, it was misleading because the fields implied that the "account locked" or "locked by OTP" applied, when they were truly not locked. The added comment is a helpful reminder that the user's account is only locked if a timestamp is present.

## IX. Wrap-up/Close Meeting

- The next HR/Payroll User Group meeting — Tuesday, May 23, 2023.
- The next Financials User Group meeting — Thursday, May 25, 2023.
- Submit ideas or suggestions for future user group discussion to: [CAPPS.Product.Team@cpa.texas.gov](mailto:CAPPS.Product.Team@cpa.texas.gov)
- To be added to the distribution list for the user group meetings, email [CAPPS.CGC.BA@cpa.texas.gov](mailto:CAPPS.CGC.BA@cpa.texas.gov)