The WiTS Project Team

Our Mission

The mission of the WiTS Project Team is to provide a superior tool to facilitate the standardization and streamlining of HR and HR-related processes while providing the capability to track, monitor and report on the data associated with these processes to our NIH customers, both internal and external to OHR.

Our Vision

To make WiTS the preeminent tool for Business Process Management (BPM) automation activities at the NIH, in active support of the OHR mission. The WiTS Project Team will achieve this vision by maintaining a strong focus on the business needs of our customers and stakeholders, continually ensuring that the system remains in line with current and emerging technologies, and maintaining a culture of continuous improvement.

What we do

The work that the WiTS Project Team performs in support of the system is segmented into three broad areas: *Functional Projects*, *Technical Projects*, and *User Projects* as follows:

- Functional Projects: Activities and tasks associated with the development of new (or modifications to existing) workflows, forms, dashboards and/or reports. This includes major Enhancement projects as well as minor changes and fixes. Functional project activities include requirements gathering, workflow/form/report design, initial testing, etc.

- Technical Projects: Activities and tasks associated with system and infrastructure-related projects and maintenance (i.e. BizFlow, SSRS, Oracle and other upgrades; the creation and maintenance of interfaces with other systems; etc.).

- User Projects: Activities and tasks related to liaising with WiTS users. Communications, training, user support (HRSS), marketing, etc. are examples of user project activities.

Who we are

To support the work of the Project, the following resources are employed:

Federal Staff
Project Manager
- Performs general oversight of the Project and its sub-projects, to include:

    o Managing the work of FTE and contract staff
    o Financial and contract management and oversight
    o Forecasting customer needs; reviewing, approving and scheduling the work of the project
    o Creating/reviewing/maintaining all documentation related to the project and to the system

Functional Project Lead
- Lead Trainer
- Lead HRSS/HRSA Tier 2
- Lead for User Communications and Web Content, User Group Manager
- Lead for requirements gathering
- Workflow/Report/Dashboard reviewer/tester

Technical Project Lead
- System Security Lead
- Database/application support specialist
- Liaison with CIT, HandySoft (vendor)
- HRSS Tier 2 (as needed for technical issues)

Project Team Member
- Assists Functional Project Lead in:
  - Delivery of training and preparation of training materials
  - Web/Portal Content Management, User Communications and Administration
  - HRSS/A Tier 2
  - Requirements Gathering
  - Workflow/Report/Dashboard testing
- Assists Technical Project Lead in:
  - Database maintenance and support activities
  - Interface design/testing
  - Preparation of technical documentation

Contract Staff

Senior J2EE Struts / BPM BizFlow Application Programmer
- Performs (and oversees the performance of) BPM workflow and JSP form development, application/database scripting, and preparation of system requirements documents (Level of Effort (LOE) estimating); Performs (and oversees the performance of) systems maintenance for WiTS critical software components such as but not limited to Tomcat, BizFlow, Java, SQL Database to ensure availability and service continuity
- Resolves (and oversees the resolution of) WiTS Tier 3 tickets dealing with software bugs or other technical issues related to workflows and forms.

J2EE Struts / BPM BizFlow Application Programmer
- Performs BPM workflow and JSP form development, application/database scripting, and systems requirements documents assistance as needed; Performs systems maintenance for WiTS critical software components such as but not limited to Tomcat, BizFlow, Java, SQL Database to ensure availability and service continuity
- Resolves WiTS Tier 3 tickets dealing with software bugs or other technical issues related to workflows and forms

Senior Database Administrator (DBA)
- Performs JSP development limited to reports, application/database scripting, reports development, and preparation of system requirements documents (Level of Effort (LOE) estimating); Performs systems maintenance for WiTS critical software components such as but not limited to Java, SQL Databases, and SSRS to ensure availability and service continuity
- Resolves (and oversees the resolution of) WiTS Tier 3 tickets dealing with software bugs or other technical issues related to database/reports

SSRS Reports Developer
- Performs JSP development limited to reports, application/database scripting, reports development, and system requirements document assistance as needed; Performs systems maintenance for WiTS critical software components such as but not limited to Java, SQL Databases, and SSRS to ensure availability and service continuity
- Resolves WiTS Tier 3 tickets dealing with software bugs or other technical issues related to reports