Enterprise Time Tracking System (ETTS)
Frequently Asked Questions

1. **Why is OA implementing ETTS?**
   Agencies are funded through a variety of sources including federal, special, and restricted funds, as well as general government appropriations. When employees transition to OA we need to make sure that we maintain compliance with various federal and restricted funding requirements.

2. **If I am already using a time tracking application, will I be required to enter time into both the agency application and ETTS?**
   Most agencies with existing time tracking systems are continuing to use them. The long-term goal is to migrate all employees to ETTS. Follow the specific direction of your Delivery Center Manager for project time tracking.

3. **Where do I go to launch the ETTS Application?**
   The Enterprise Time Tracking System (ETTS) will be available in Employee Self Service (ESS) at [www.myworkplace.state.pa.us](http://www.myworkplace.state.pa.us) in the Time Management section.

4. **Will ETTS include workflow approval by my manager?**
   No. ETTS will not require workflow approval. If an employee does not record time in the ETTS, management will have access to that information and work directly with the employee to address the situation.

5. **Given that my delivery center serves multiple agencies, how will ETTS account for my time across multiple agencies and activities?**
   Employees will be able to select the “Agency Supported” designation to indicate the specific agency an employee has performed work for in a given time period. Note: if your work supports the entire delivery center, then you should select the name of your delivery center under “Agency Supported.”

6. **What is the definition of Program (a term used within ETTS)?**
   Programs are categories of work within ETTS. Two types of program names exist—generalized program categories and specialized program categories. Agencies that have unique and specialized funding or program tracking needs provided these categories for time tracking purposes. Specialized program categories are specific to agency needs.

7. **What is the definition of Function (a term used within ETTS)?**
   Functions are the high-level services that the delivery centers will provide, such as Employee Relations or End Point Support. Within Functions are specific services such as Contract Negotiations or Desktop Support. A list of the HR and IT Functions and their descriptions can be found in FAQ #20. When entering time, select the Function that best describes the services provided.
8. **What should I do if I am unsure of the Program or Function to associate with my time entry?**

Your supervisor should provide you with the information necessary to enter time. If any changes to Programs or Functions occur, your supervisor will provide you with updated information.

9. **Can I go back and make changes after submitting my time in ETTS?**

Yes. Changes can be made to time entries in the previous three weeks.

10. **When should I use the comment field in ETTS?**

The comment field can be used when an employee thinks that additional information or a clarification of a time entry is necessary. The comment field does NOT have to be filled in for every time entry. Employees should ask for guidance from their supervisors regarding information to enter in the comments section. Examples:

- To record and account for time in which an employee is providing services primarily for one agency (“Agency Supported”), but the work also provides some level of support for one or more other agencies within the delivery center. In this situation, annotate the names of the other affected agencies in the comments section.
- To provide additional detail about a general administrative assignment.

11. **Can I use ETTS to request leave?**

No. Continue to request leave from supervisory staff as you currently do through existing systems for formal time & attendance tracking.

12. **Should I enter overtime in ETTS?**

No. Continue to report your approved overtime as you did prior to 7/1/17. When tracking time in ETTS, only track work performed during your normal daily work schedule.

13. **How do I account for leave in ETTS?**

You should account for leave (or other activities not attributable to enterprise/delivery center/agency support) by selecting “Not available (out-of-office)” from both the “Agency Supported” and “Program” menus, then select “Administrative” for the Function. Use the Comment section if you wish to include any additional details.

14. **How do I account for lunches and breaks in ETTS?**

You should account for lunches and breaks in ETTS by selecting “Employee Break” from the Program menu, then select “Administrative” for the Function.
15. **Can ETTS run on my mobile device?**
The mobile app is currently unavailable, but it is planned in the next phase of ETTS implementation.

16. **Is this the final version of ETTS?**
No. This initial version of ETTS was designed to get the system “up and running” and allow employees to become accustomed to time tracking. ETTS will continue to be improved and enhanced as we gather feedback from users.

17. **Who do I contact if I have a question or need assistance?**

   - Issues related to how to use the application to submit time -- please refer to the WBT training available through LSO or contact your supervisor
   - Issues related to which selection you should make from the dropdown menus -- please contact your supervisor
   - Issues with missing content (programs) from the dropdown menu -- please contact your supervisor
   - Issues accessing the link to the ETTS tab in ESS, updates to dropdowns or enhancement requests -- please submit a request through Service Now via your local help desk or call the HR Service Center at 866-ESS-COPA (866.377.2672).

18. **Time Tracking System Crosswalk by Delivery Center – HR/IT**
The following table shows the Time Tracking System in Use by Delivery Center, by agency for both HR and IT.

<table>
<thead>
<tr>
<th>+ indicates usage of ETTS</th>
<th>HR</th>
<th>IT</th>
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<tbody>
<tr>
<td><strong>General Government</strong></td>
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<tr>
<td>OA</td>
<td>+</td>
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<td>OB</td>
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<td>OGC</td>
<td>+</td>
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<tr>
<td>Governor’s Office</td>
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<td>+</td>
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<tr>
<td>Lt. Governor’s Office</td>
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<td>+</td>
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<td>PDE</td>
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<td>DGS</td>
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<td>OIG</td>
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<tr>
<td><strong>Public Safety</strong></td>
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<td>DOC</td>
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<td>BPP</td>
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<td>PSP</td>
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<td>+</td>
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<tr>
<td><strong>Employment, Banking &amp; Revenue</strong></td>
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<td>L&amp;I</td>
<td>CATS</td>
<td>CATS</td>
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<td>DOS</td>
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<tr>
<td>Banking &amp; Securities</td>
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</tbody>
</table>
19. **Program Crosswalk by Delivery Center – HR/IT**

Please note that Programs are broken down by Generalized Program Categories or Specialized Program Categories. Specialized Program Categories are specific to each agency. The General Program Categories for HR are:

- General HR Support
- Not Applicable – Out of Office
- Employee Break

<table>
<thead>
<tr>
<th></th>
<th>Agencies Using Generalized Program Categories</th>
<th>Agencies Using Specialized Program Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Public Safety</strong></td>
<td>ALL</td>
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</tr>
<tr>
<td><strong>Employment, Banking and Revenue</strong></td>
<td></td>
<td>DMVA</td>
</tr>
<tr>
<td><strong>Health and Human Services</strong></td>
<td>DHS, DOH, DDAP, Aging</td>
<td>DMVA</td>
</tr>
<tr>
<td><strong>Conservation and Environment</strong></td>
<td>MMB, EHB, Agriculture</td>
<td>DCNR, DEP</td>
</tr>
<tr>
<td><strong>General Government</strong></td>
<td>OB/GBO, GOV OFF, PDE, OIG, OA, PHMC, PHRC, OGC, GO TIME, ODDT</td>
<td>DGS</td>
</tr>
</tbody>
</table>
Please note that Programs are broken down by Generalized Program Categories or Specialized Program Categories. Specialized Program Categories are specific to each agency. The General Program Categories for IT are:
- Strategic Planning and Direction
- Projects and Enhancements
- Maintenance and Operations
- Support
- General/Administrative
- Not Applicable - Out of Office
- Employee Break

<table>
<thead>
<tr>
<th>IT</th>
<th>Agencies Using Generalized Program Categories</th>
<th>Agencies Using Specialized Program Categories</th>
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<tr>
<td>Public Safety</td>
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<td>PDE, DGS</td>
</tr>
<tr>
<td>Infrastructure and General Government</td>
<td>ALL</td>
<td></td>
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<tr>
<td>Commonwealth-Wide</td>
<td>ALL</td>
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</table>

20. Function Descriptions – HR / IT

HR Functions/Descriptions

<table>
<thead>
<tr>
<th>Nbr</th>
<th>HR Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>HR Transaction Processing</strong></td>
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<tr>
<td></td>
<td>Includes: ePAR preparation, HR action processing, entry of HR actions into the SAP system, gathering requisite forms to support actions, eOPF maintenance, etc.</td>
</tr>
</tbody>
</table>
| 2 | **Classification / Org. Management**
   Includes: Reorganization requests, job specification development, position description consultations, reclassification requests, supervisory reporting relationship changes, complement management, TWOC, creating a position, classification grievances, exception to pay rules, exceptional pay increases, classification training, etc. |
| 3 | **Talent Acquisition**
   Includes: Recruiting, administrative processing of hiring actions (placement), onboarding, agency orientation, interview & selection training, I-9 verification, etc. |
| 4 | **Talent Development**
   Includes: Training session delivery, professional development programs, leadership development, organizational development, training administration (e.g. recordkeeping), course development, training/development needs assessment, supervisory training programs, etc. |
| 5 | **Talent Planning**
   Includes: Assessing agency workforce needs and establishing plans to meet those needs, career planning, diversity planning, succession planning, etc. |
| 6 | **Equal Employment Opportunity**
   Includes: EEO investigations, compilation and ongoing maintenance of agency EEO plans and reports, EEO policy development, EEO training, etc. |
| 7 | **Employee Relations**
   Includes: Contract negotiation, contract interpretation, unfair labor practice allegations, grievance administration and resolution, management consultations, labor relations training, furlough guidance, labor management meetings, workplace conduct policy, discipline program, etc. |
| 8 | **Benefits**
   Includes: Benefits program research and development, employee call center benefits support, benefits policy development, cost analyses, open enrollment, etc. |
| 9 | **Absence & Attendance**
   Includes: Timekeeping, time advisor functions, SPF, policy development, training, military leave, etc. |
| 10 | **Performance Management**
   Includes: EPR processing and administration, EPR/performance management training, performance management consulting, EPR program administration, etc. |
| 11 | **Workforce Support** |
Includes: SEAP, safety, workers’ compensation, workplace violence, AWS administration, telework administration, recognition programs, commercial drivers’ license, drug-free workplace, ADA accommodation requests, State Employees’ Combined Appeal, etc.

### 12 HR Reporting
Includes: HR metrics, standard and ad hoc reports, guidance and support for tracking and compiling HR data, etc.

### 13 Supervision/Management
Includes: Activities associated with both the day to day direction provided to HR employees, including coaching, training, communicating expectations, evaluating, etc. Also includes managerial functions such as planning, reporting, forecasting, etc.

### 14 Case/Issue Management
Includes: Researching and responding to miscellaneous service requests or inquiries, following-up with customers to confirm service delivery and efficacy, etc.

### 15 Administrative
Includes: Mandated training (classroom or web-based), travel arrangements/vouchers, staff meetings, recognition programs, breaks, etc.

### IT Functions / Descriptions

<table>
<thead>
<tr>
<th>Nbr</th>
<th>IT Function</th>
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<tbody>
<tr>
<td>1</td>
<td>Requirements / Business Process Analysis</td>
</tr>
<tr>
<td></td>
<td>Includes: Activities associated with eliciting and documenting business needs or a business process for an end user (including both the as-is and the to-be).</td>
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<tr>
<td>2</td>
<td>Business and Service Management</td>
</tr>
<tr>
<td></td>
<td>Includes: Activities associated with running the IT organization including financial management, strategic planning, IT procurement, IT service management, and understanding, defining and supporting business activities by serving as the liaison between customers and the IT areas that support them.</td>
</tr>
<tr>
<td>3</td>
<td>Project / Portfolio Management</td>
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<tr>
<td></td>
<td>Includes: Activities associated with initiating, planning, executing, controlling and closing the work of a team to achieve a specific goal and meet specific success criteria over a defined period of time (including one or more projects or programs).</td>
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<tr>
<td>4</td>
<td>Enterprise Architecture</td>
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<td></td>
<td><strong>Activities</strong></td>
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<td>--------------------------------------------------------------------------------</td>
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<tr>
<td>1</td>
<td>Includes: Activities associated with determining how an organization can most effectively achieve its current and future objectives from an IT architecture, data, platform, application, etc. perspective.</td>
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<td>2</td>
<td><strong>Solution Management</strong></td>
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<td></td>
<td>Includes: Activities associated with building, maintaining, and managing a solution – coordinating, developing, and implementing maintenance activities, solution monitoring, releases, and patches to ensure the health of the solution (custom, COTS, SAAS, etc.).</td>
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<tr>
<td>3</td>
<td><strong>Cybersecurity</strong></td>
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<td></td>
<td>Includes: Activities associated with measures taken to protect the commonwealth’s computer systems against unauthorized access or attack.</td>
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<tr>
<td>4</td>
<td><strong>Supplier / Contract Management</strong></td>
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<tr>
<td></td>
<td>Includes: Activities associated with managing supplier and contract relationships and contracts through emerging, new or existing agreements.</td>
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<td>5</td>
<td><strong>IT Compliance / Quality Assurance</strong></td>
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<td></td>
<td>Includes: Activities associated with the examination and evaluation of an organization’s information technology infrastructure, policies and operations. Activities would include ensuring compliance against an audit finding or implementing steps to avoid an audit finding. Also includes QA of solutions before deployment as well as IT Policy development and maintenance.</td>
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<tr>
<td>6</td>
<td><strong>Endpoint Support</strong></td>
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<tr>
<td></td>
<td>Includes: Activities related to supporting endpoint devices such as desktops, laptops, mobile endpoints and tablets.</td>
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<td>7</td>
<td><strong>Telecommunications</strong></td>
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<tr>
<td></td>
<td>Includes: Activities related to managing, troubleshooting, or oversight of agency specific wide area networks (WAN), local area networks (LAN), and virtual private networks (VPN). This would include support of agency business partner networks or data support services provided to either the agency or business partner. Also inclusive of Centrex, VoIP, PBX, key systems, unified communications, and cellular/wireless related activities.</td>
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<tr>
<td>8</td>
<td><strong>Managed Compute</strong></td>
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<tr>
<td></td>
<td>Includes: Activities associated with managing compute infrastructure components within racks and standalone elements, including Storage and SAN. Interconnect components to LAN, SAN and WAN. Monitor for security, capacity, performance and availability. Includes Data Center Facility Management.</td>
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<tr>
<td>9</td>
<td><strong>Service Desk</strong></td>
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<tr>
<td></td>
<td>Includes: Activities associated with providing support to end users for technical problems.</td>
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<td></td>
<td>Data / Information Management</td>
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<tr>
<td><strong>Includes:</strong></td>
<td>Activities associated with the development and execution of architectures, governance, policies, practices and procedures that properly manage the full data lifecycle needs of an enterprise.</td>
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<tr>
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<th>Business Intelligence / Data Analytics</th>
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<tbody>
<tr>
<td><strong>Includes:</strong></td>
<td>Refers to activities associated with implementing and managing IT components of an open data / data analytics or business intelligence program to include designing data structures for optimal report output, developing reports to showcase performance metrics or analyzing data.</td>
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<tr>
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<th>IT Training</th>
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<tbody>
<tr>
<td><strong>Includes:</strong></td>
<td>Activities associated with training end users – either IT employees or program area employees on a new system, new process, new application, etc. Activities would also include developing training documentation.</td>
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<tbody>
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<td><strong>Includes:</strong></td>
<td>Mandated training (classroom or web-based), travel arrangements/vouchers, staff meetings, breaks, etc.</td>
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