When to Use This Business Process Procedure

Functional Area(s)

MySCEmployee, Manager Self-Service (MSS), My Work Overview,Tasks and Alerts, Universal Worklist (UWL)

Transaction Code

MYSCEmployee MSS

Roles

Managers (or Supervisors) as assigned by the agency

Purpose

Use this procedure in Manager Self-Service (MSS) as a single access point for Managers (or Supervisors) to find employee information and perform managerial tasks.

- The **Universal Worklist (UWL)** is located on the main **My Work Overview-->*Tasks and Alerts*** page in MSS. Additionally, the UWL can also be accessed from the MySCEmployee Home Page and or within the HR Admin functions (used to initiate Personnel and OM Actions via interactive forms).
- The UWL is similar to an "in-box" for work items (tasks) and notifications. A task requires an action (either additional transactional data or an approval). Notifications do not require an action, but are sent for informational purposes to users who need to be aware of an important process. The items and notifications are sent to the UWL by a workflow.
- When users receive an item in their UWL, they will not be notified via email. Users who use the UWL and are part of a process that requires an action (especially an approval), must frequently log on to the MySCEmployee Portal and monitor incoming activity in their UWL. <u>It is important to process any work items in a timely manner, as pending approvals from one person can vastly "bottle neck" an entire process!</u>
- UWL users can also assign a temporary 'Substitute' to receive and process their work items in the event they are unable to (for example, if they are on vacation, out sick, etc.).

Trigger

Perform this procedure in Manager Self-Service (MSS) when there is a need to process work items in the UWL or set up a substitution rule.

Prerequisites

- A MySCEmployee portal user ID.
- MSS users must hold the chief position in their department (organizational unit).
- MSS users must have an employee master record (e.g. a personnel number) in SAP with an active Communications Infotype record (IT0105).
- Applicable roles and authorizations (portal and SAP).

Tips and Tricks

- None.

Helpful Hints

- Always navigate within the MySCEmployee portal (utilize the tabs, links, etc.). Do not use the 'Back' and 'Forward' buttons on the Internet Explorer (I.E.) toolbar, as they can give atypical results.

Related Transactions

- None.

Step-by-Step Work Instructions

1. Start all MSS application by logging on to the MySCEmployee Portal:

2. As required, complete/review the following fields:

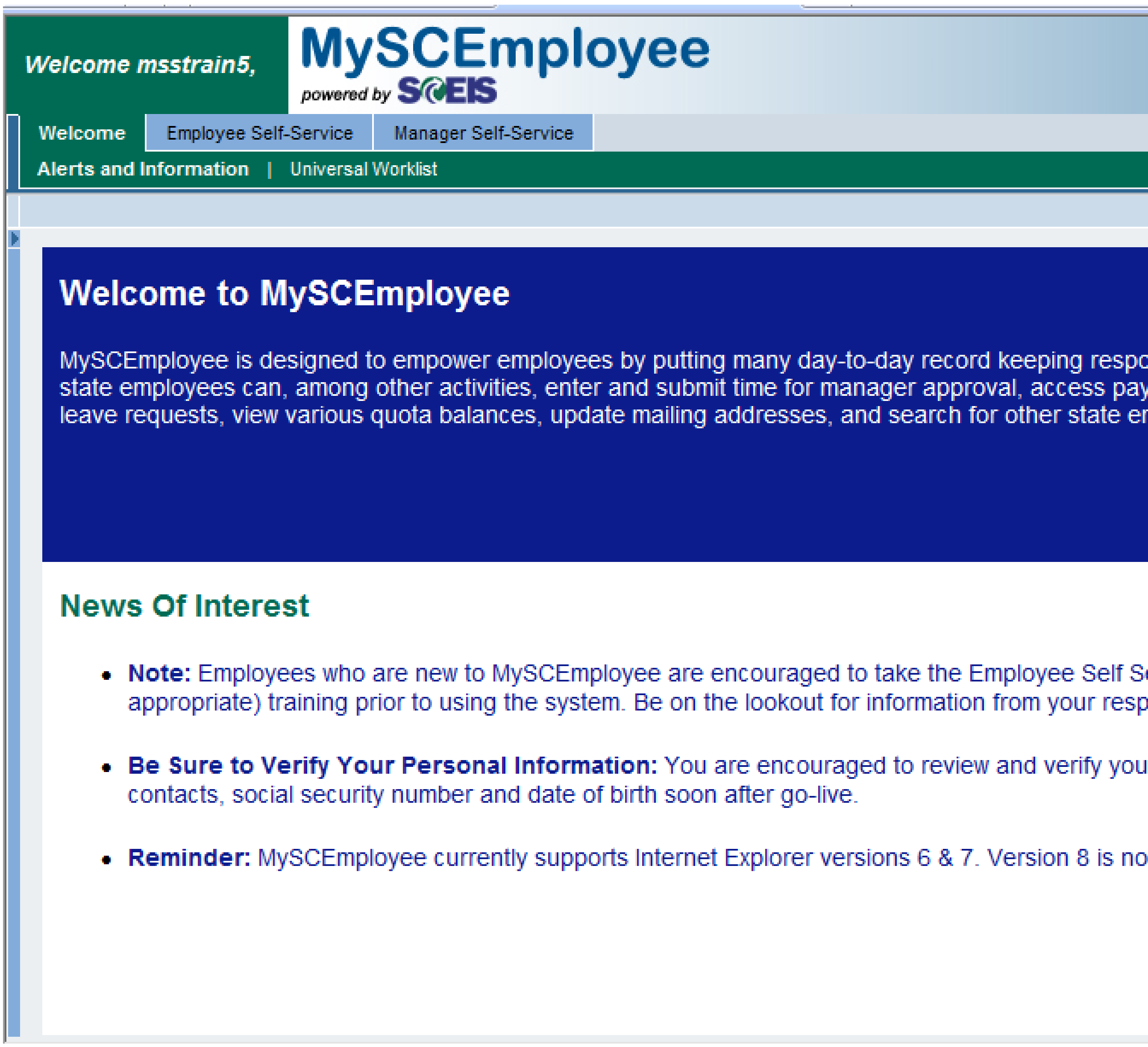
Field	R/O/C	Description
User ID *	R	The MySCEmployee Portal User ID.
Password *	R	The employee's password.

3. Click the Log on button .

After the user is logged on, the tabs on the main page will vary by user, depending on their roles and authorizations. For example, only managers will see a tab for Manager Self-Service (MSS) when they log on to the MySCEmployee portal.

When using web applications that maintain or create data, always ensure you leave the application (or log off) when you complete your work. This will prevent record locking.

4. After logging on, the user will be defaulted to the MySCEmployee Home Page.



5. Click the **Manager Self-Service** tab 

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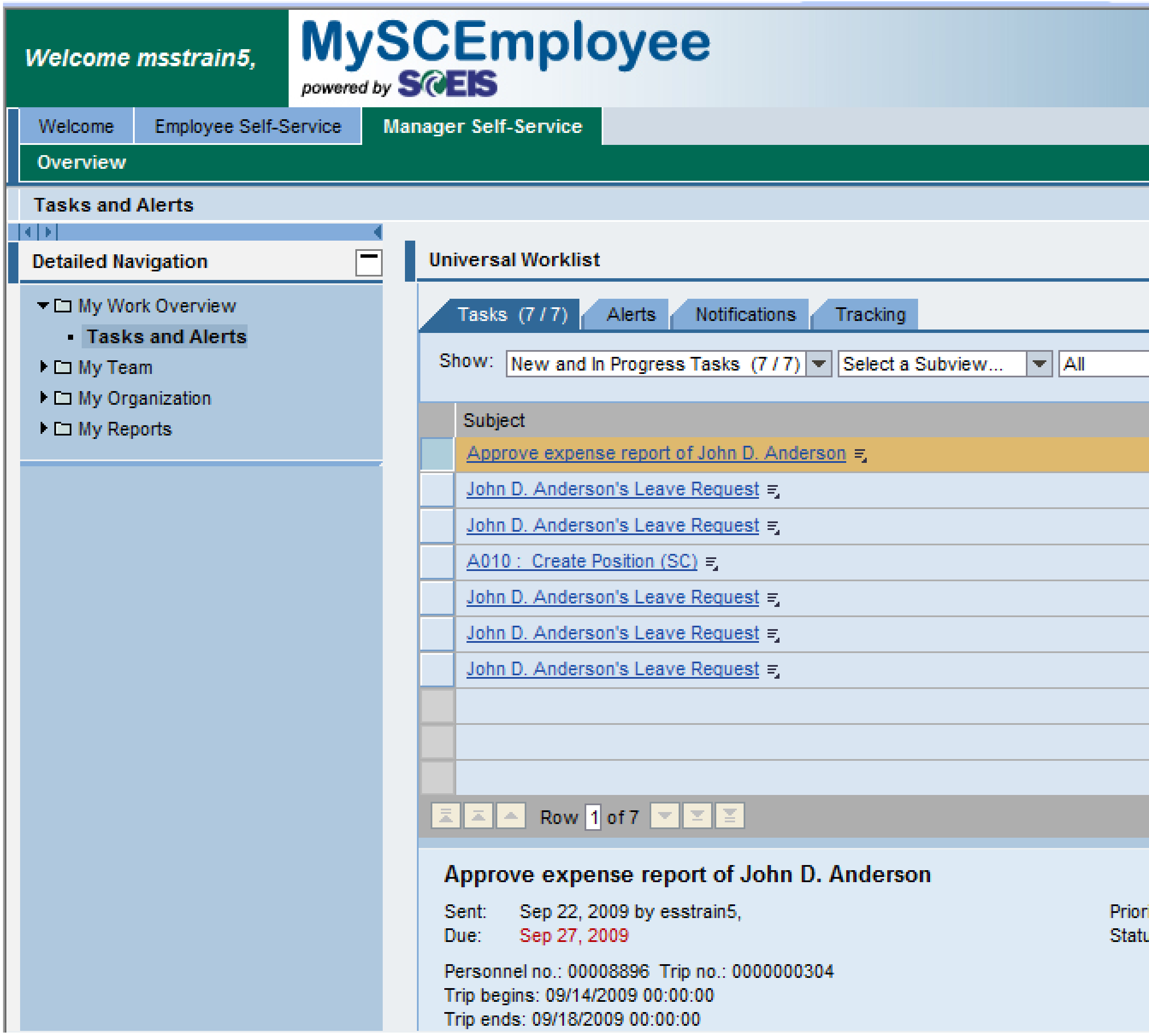
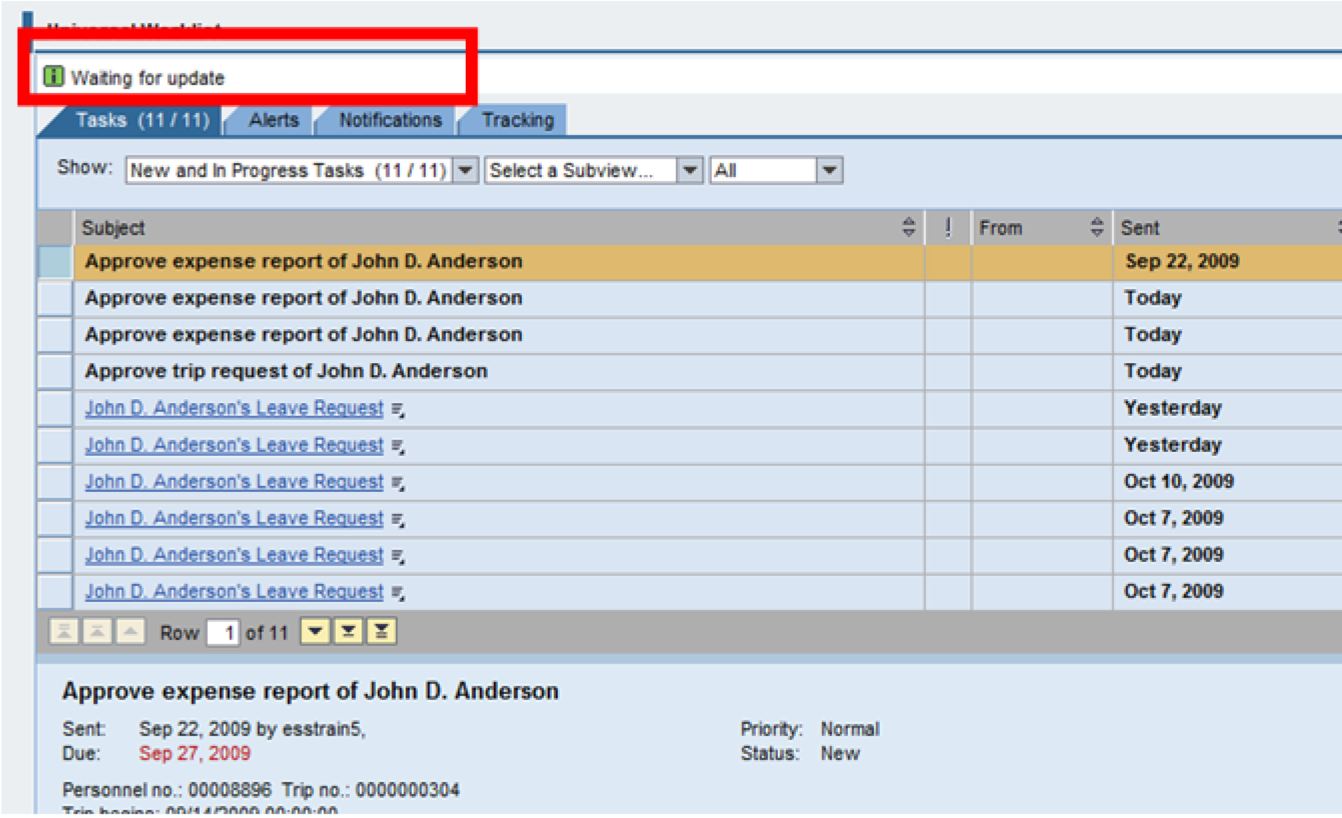
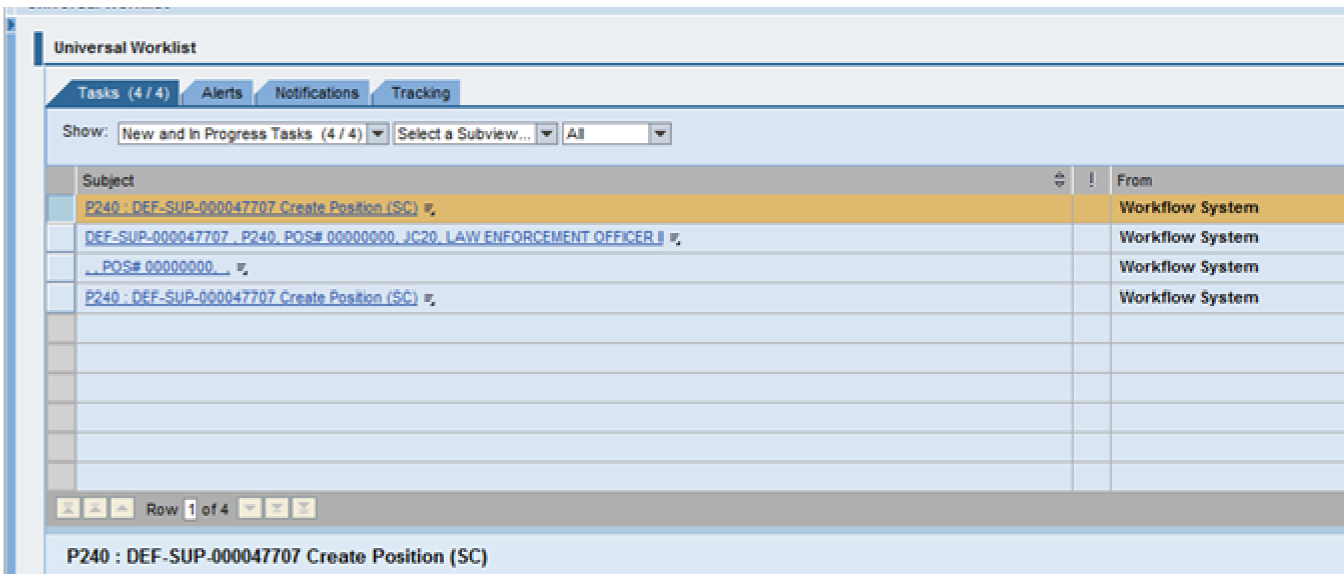
MSS users will be defaulted to the **'Tasks and Alerts'** page. The Universal Worklist (UWL) is the first work area the user will see when logging on to MSS.



5.1. When you first launch the UWL, it will generate the updates (new work items). This is indicated with the message "Waiting for Update." Wait until the message is gone before continuing. All new items will be refreshed in the worklist:



5.2. You can also Refresh the worklist at anytime to see any new work items. To refresh, click then select 'Refresh' as shown below:



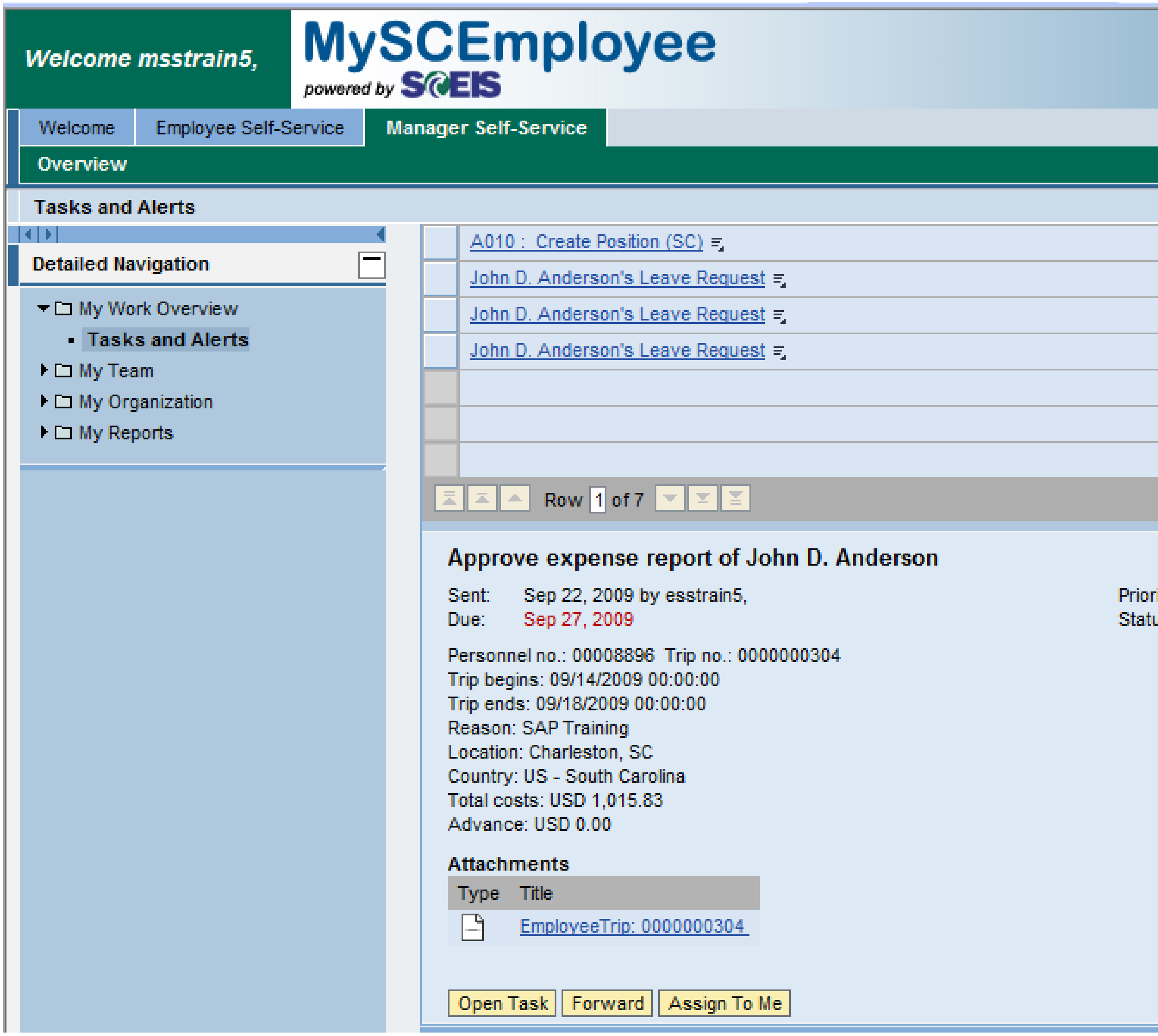
The two main tabs for the UWL are:

- **Tasks** - A task requires an action (either additional transactional data or an approval).
- **Notifications** - Notifications do not require an action, but are sent for informational purposes for users who need to be aware of an important process.

6. The UWL in-box includes the following columns:

Column Name	Description
Subject	A description of the workflow task. The task is displayed as an active link. To open/access the tasks, click the link.
From	The User ID where the workflow task was routed from. Note: If the workflow was sent by an automated process, it will read "Workflow System."
Sent	The date the workflow item was sent.
Priority	The priority level of the workflow task.
- Number of Attachments	The number indicates the number of attachments included in the workflow.
Due	The due date of a pending workflow task. If the date is past due, it will be displayed in red.
Status	The status of the workflow item. Any new (i.e. not previously opened or reviewed) will be displayed in bold.

7. Select a work item, then scroll to the bottom to view additional details or access any attachments:



If a workflow item requires processing (Approval or Rejection), a new window with these options will be launched for processing.

To launch an attachment for a work item, click the corresponding link under the heading 'Attachments.'

Assign To Me - This button is used when a workflow is sent to several users who have the same role/authority to process the item (for example, to the Payroll Department). When this button is selected, that person is taking ownership of the work item. It will then appear only in that person's worklist. Therefore, that person will be responsible for completing the work task.

Any column in the worklist can be sorted. Go to the applicable column and click .
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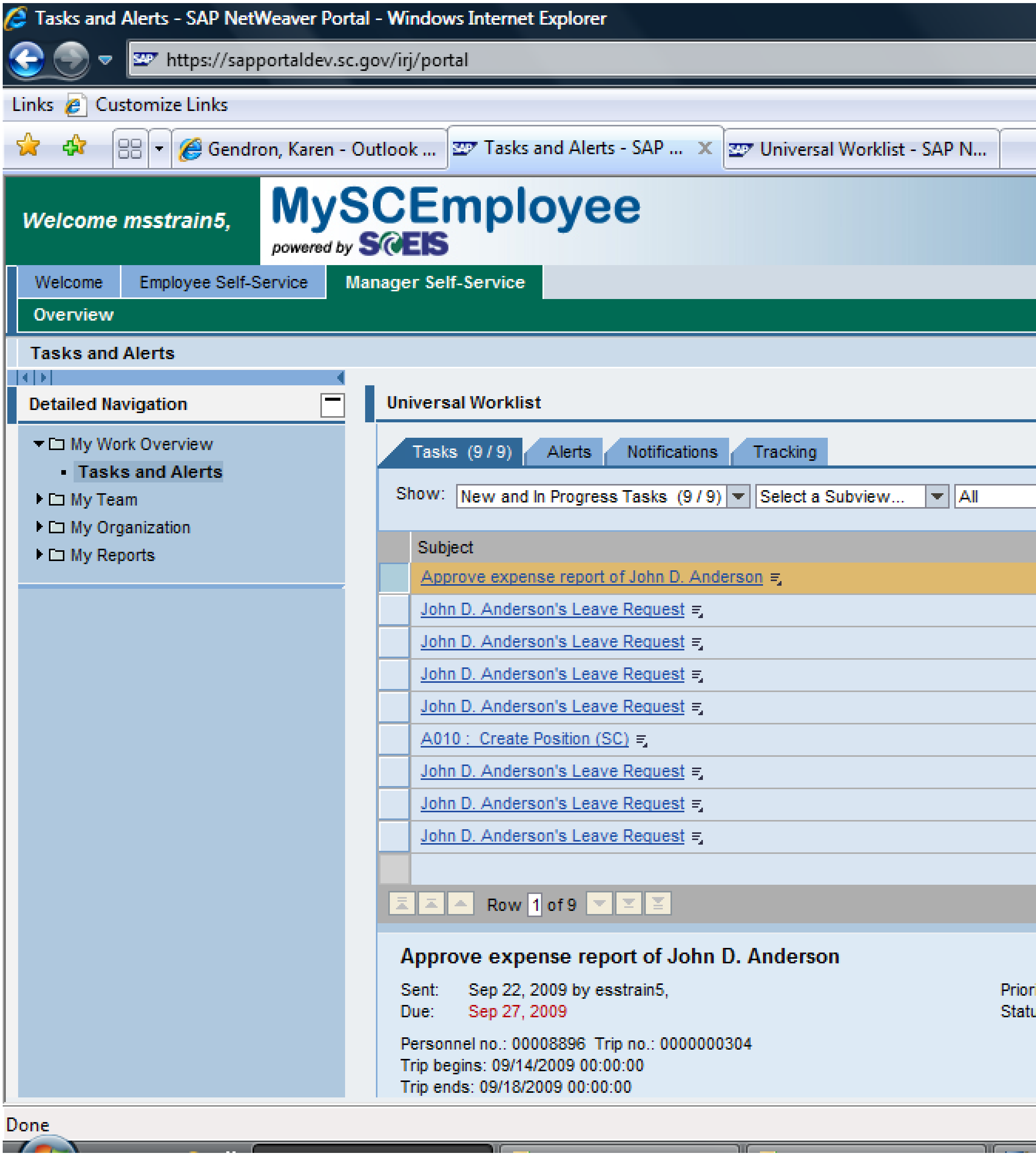
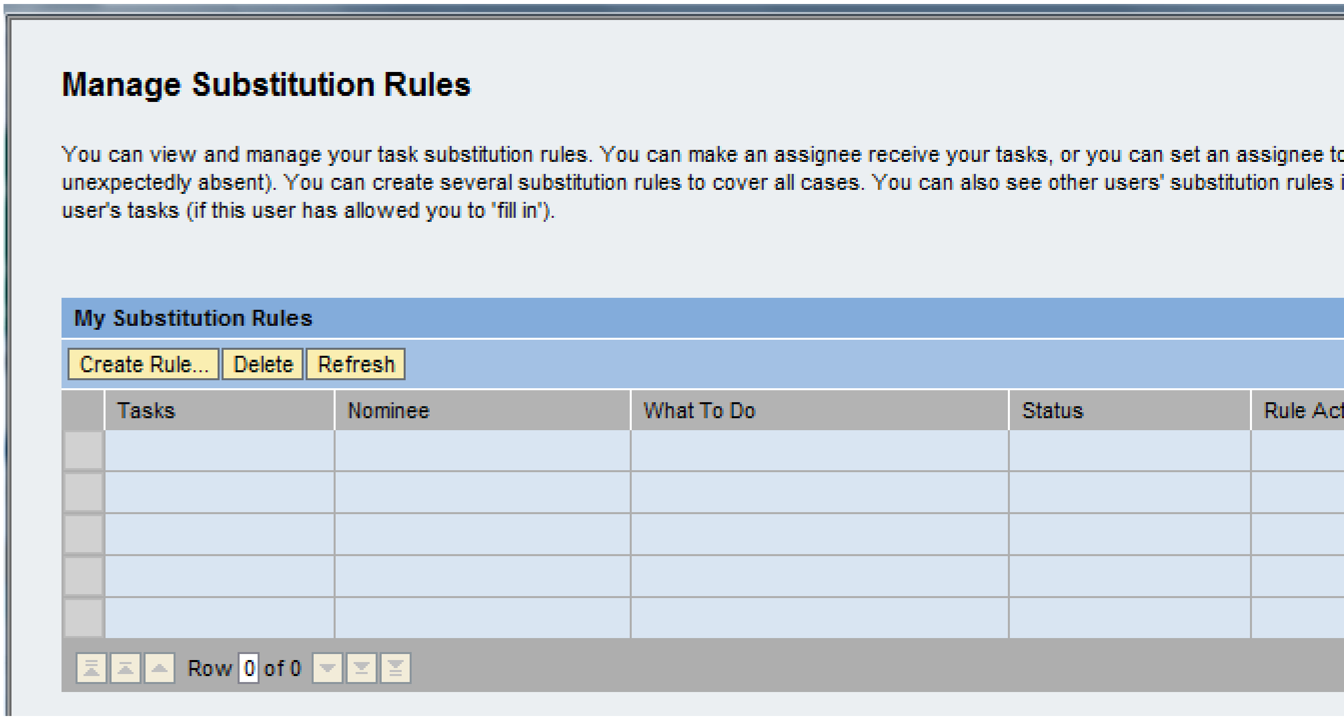
8. Assigning a Temporary Substitute for your Work Items

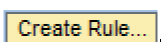
UWL users can also assign a temporary 'Substitute' to receive and process their work items in the event they are unable to (for example, if they are on vacation, out sick, etc.).

To assign a Substitute, scroll to the upper-right portion of the worklist and click the icon .
Select 'Manage Substitution Rules' as shown below:


Tasks and Alerts - SAP NetWeaver Portal - Windows Internet Explorer
https://sapportaldev.sc.gov/irj/portal
Links Customize Links
Gendron, Karen - Outlook ...
Tasks and Alerts - SAP ...
Universal Worklist - SAP N...
Welcome msstrain5,
MySCEmployee
powered by SCEIS
Welcome
Employee Self-Service
Manager Self-Service
Overview
Tasks and Alerts
Detailed Navigation
My Work Overview
Tasks and Alerts
My Team
My Organization
My Reports
Universal Worklist
Tasks (9 / 9)
Alerts
Notifications
Tracking
Show: New and In Progress Tasks (9 / 9)
Select a Subview...
All
Subject
Approve expense report of John D. Anderson
John D. Anderson's Leave Request
John D. Anderson's Leave Request
John D. Anderson's Leave Request
John D. Anderson's Leave Request
A010 : Create Position (SC)
John D. Anderson's Leave Request
John D. Anderson's Leave Request
John D. Anderson's Leave Request
Row 1 of 9
Approve expense report of John D. Anderson
Sent: Sep 22, 2009 by esstrain5,
Due: Sep 27, 2009
Personnel no.: 00008896 Trip no.: 0000000304
Trip begins: 09/14/2009 00:00:00
Trip ends: 09/18/2009 00:00:00
Done

9. The following pop-up window will appear. Note: if you already have a substitution rule, it will be displayed in the table.



10. Click 

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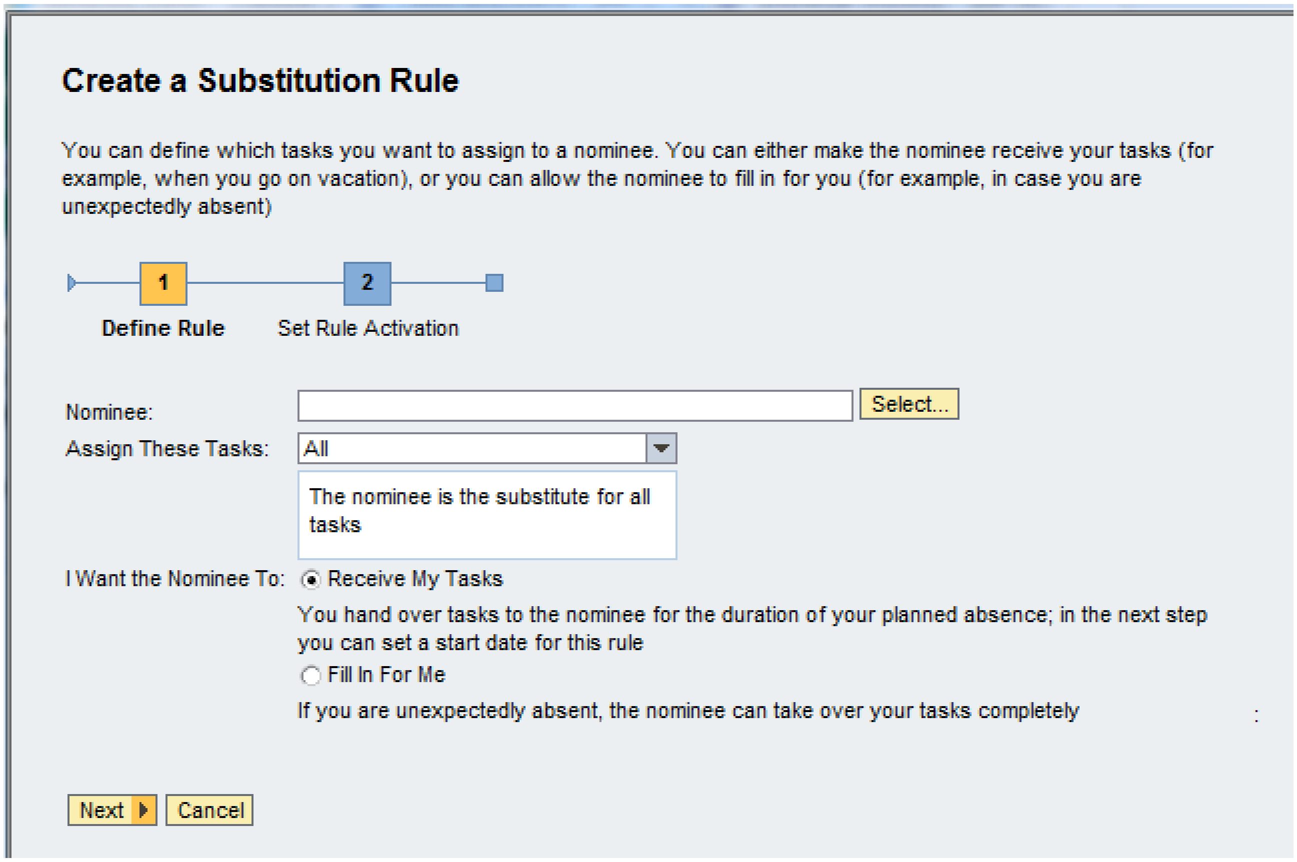
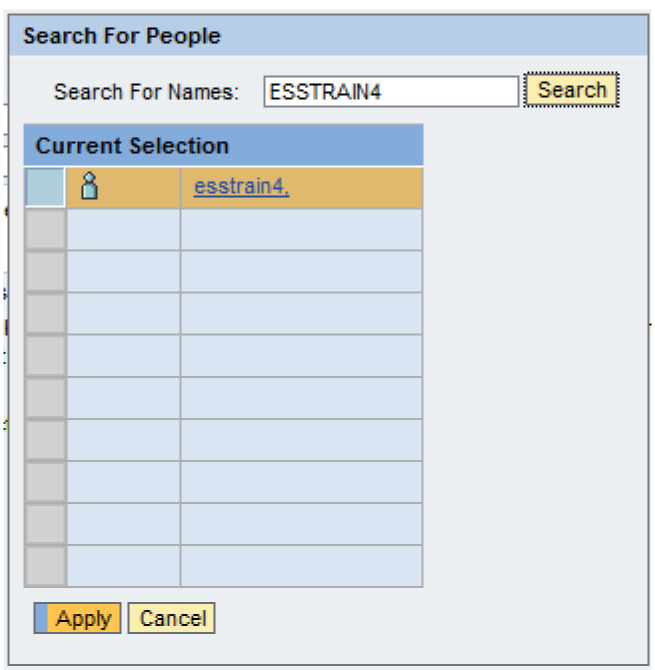
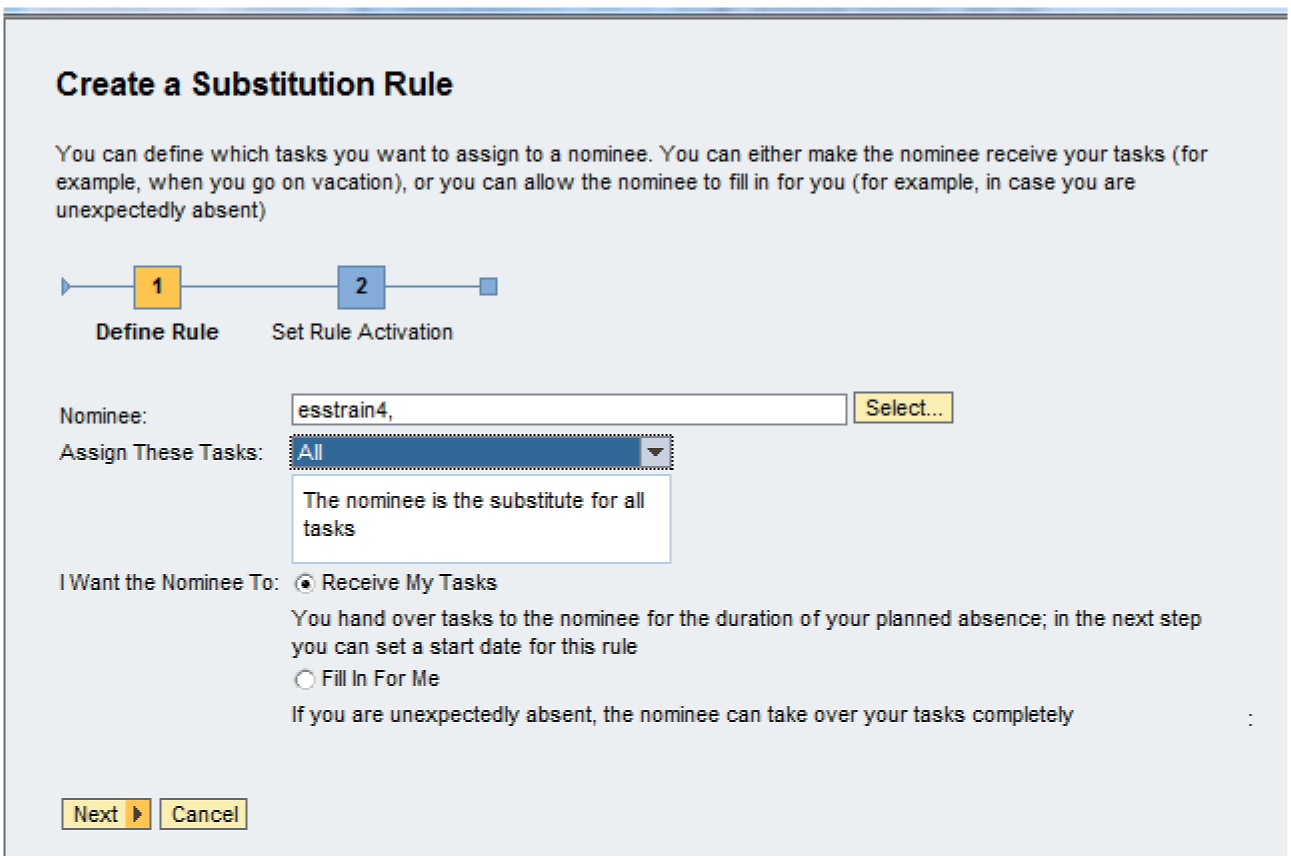


11. Click Select... .

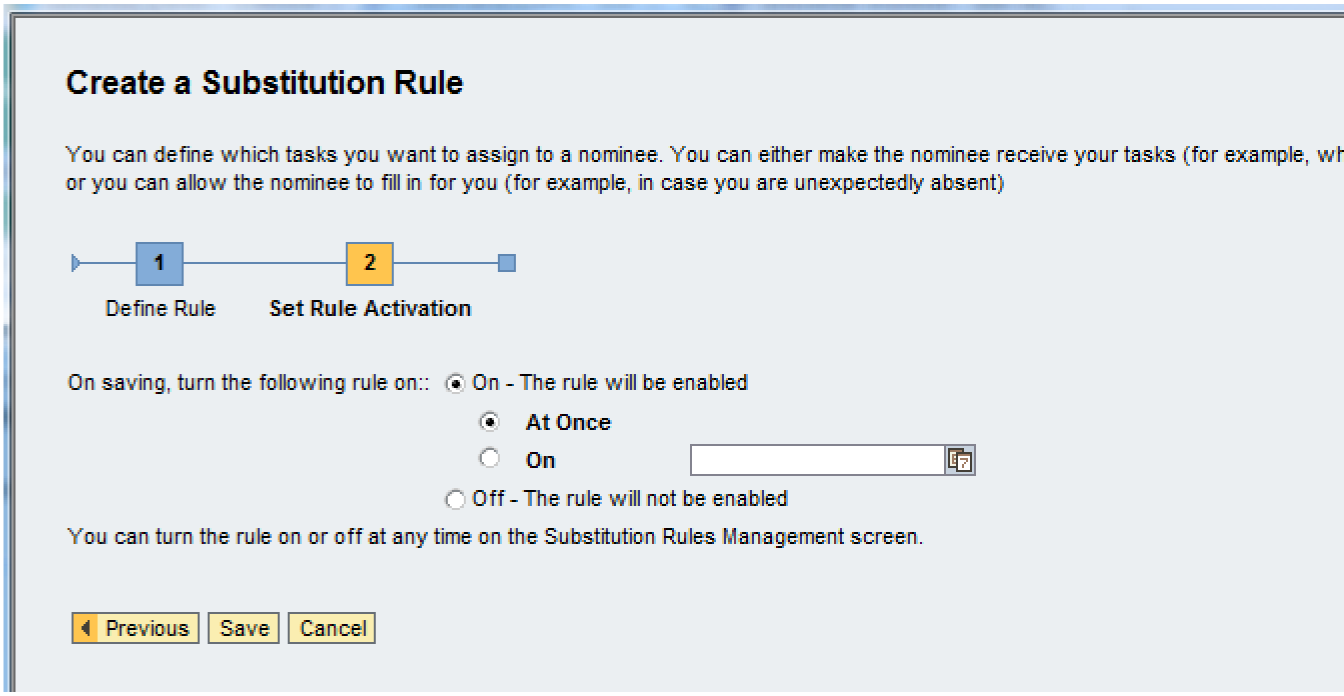


Enter (or search) the USER ID of the person who you are assigning as the Substitute. You must know the person's User Id; you cannot search by name or personnel number.

12. Select the User ID and click Apply. The User Id will be defaulted into the 'Nominee' field (aka Substitute):



13. Click Next.



Select the radio button for when the Substitute should start receiving your work tasks:

- At once
- On (enter a start date) - For example, the start date of your vacation.

14. Click 

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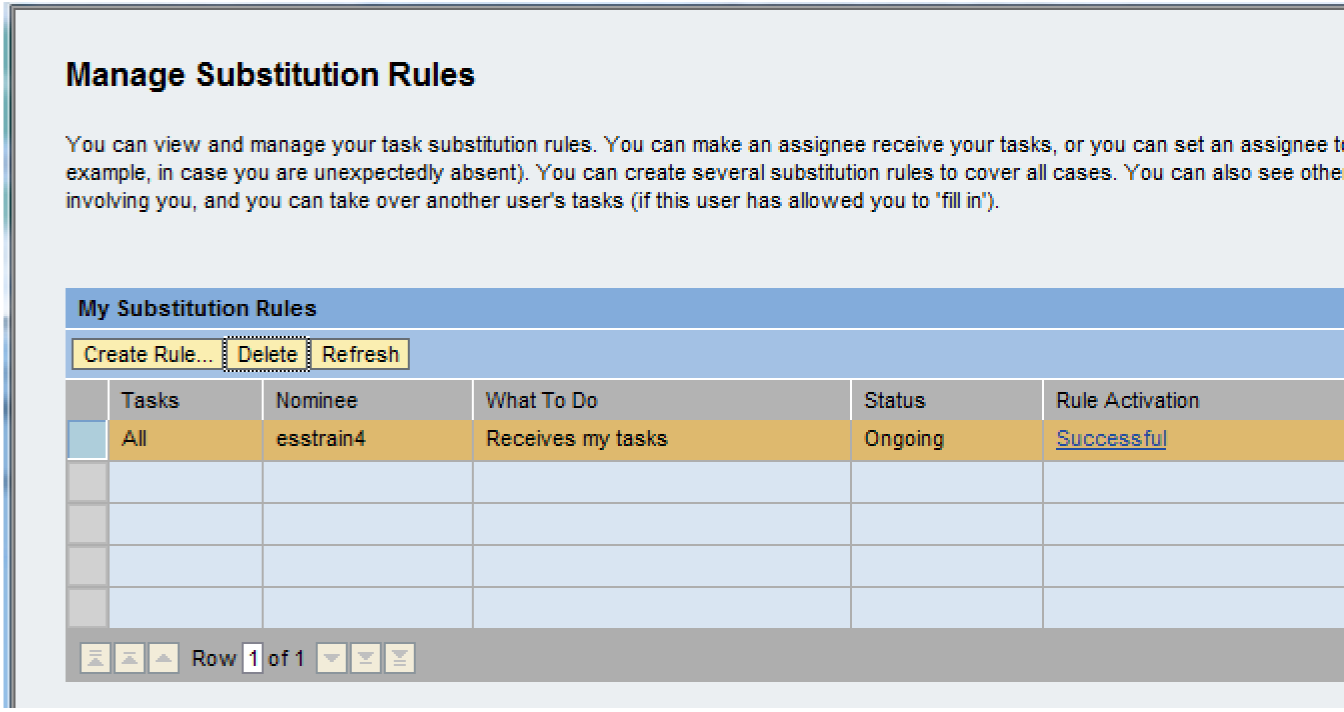

When you return to work and wish to cancel the Substitution rule, you must come back to this function and click Turn Off. |<EON>|

Results

You have processed work items in the UWL or set up a substitution rule.

Comments

None.