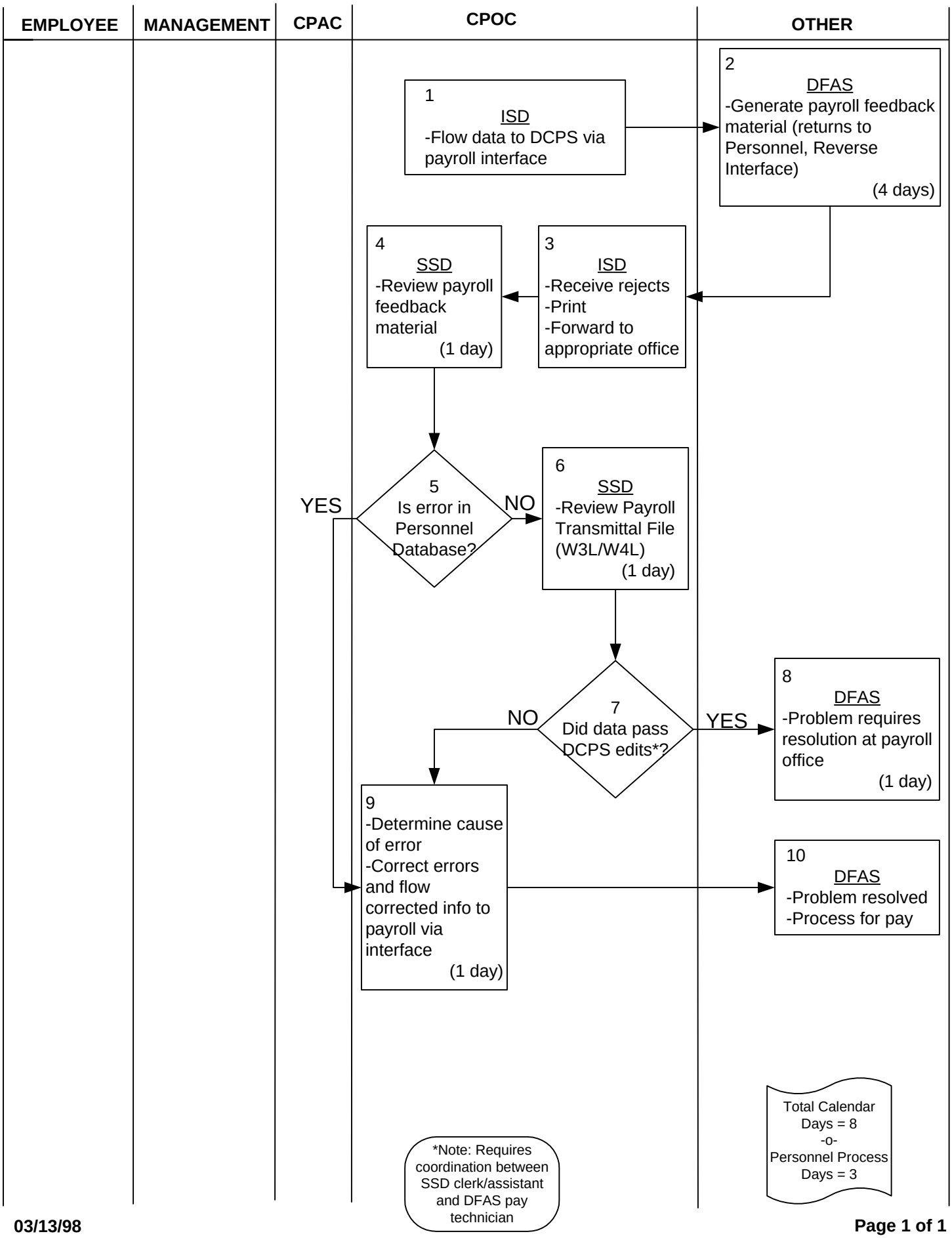
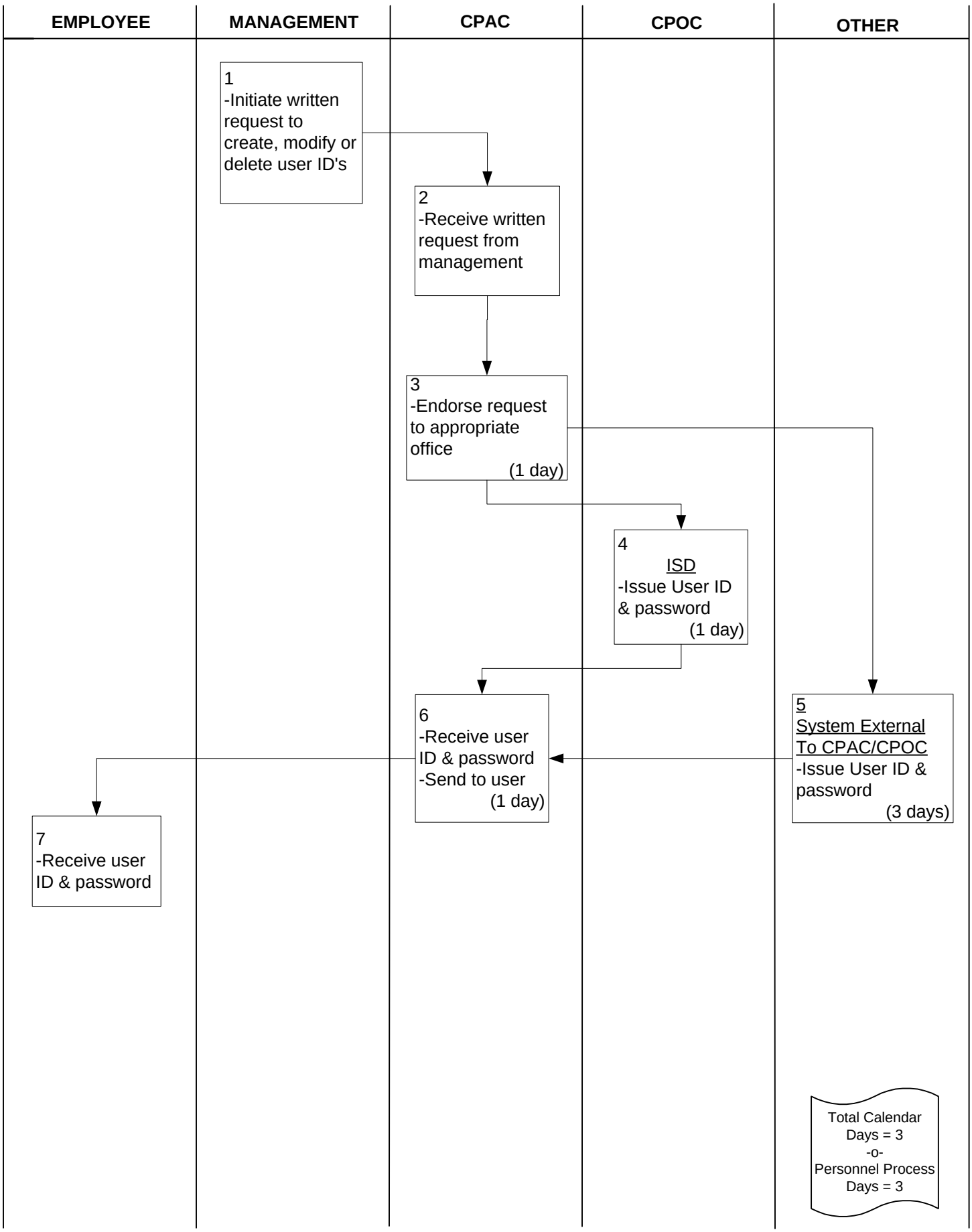
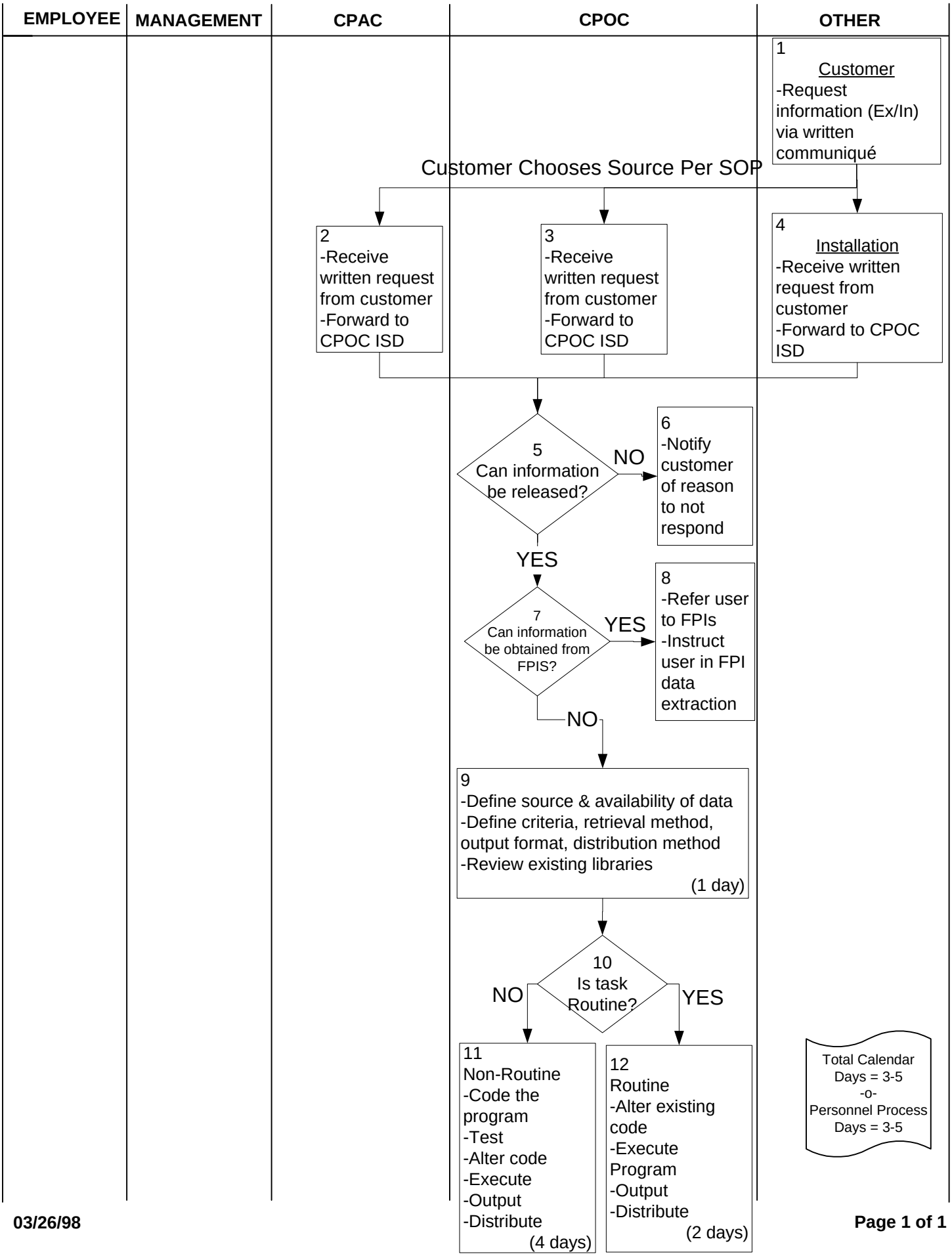
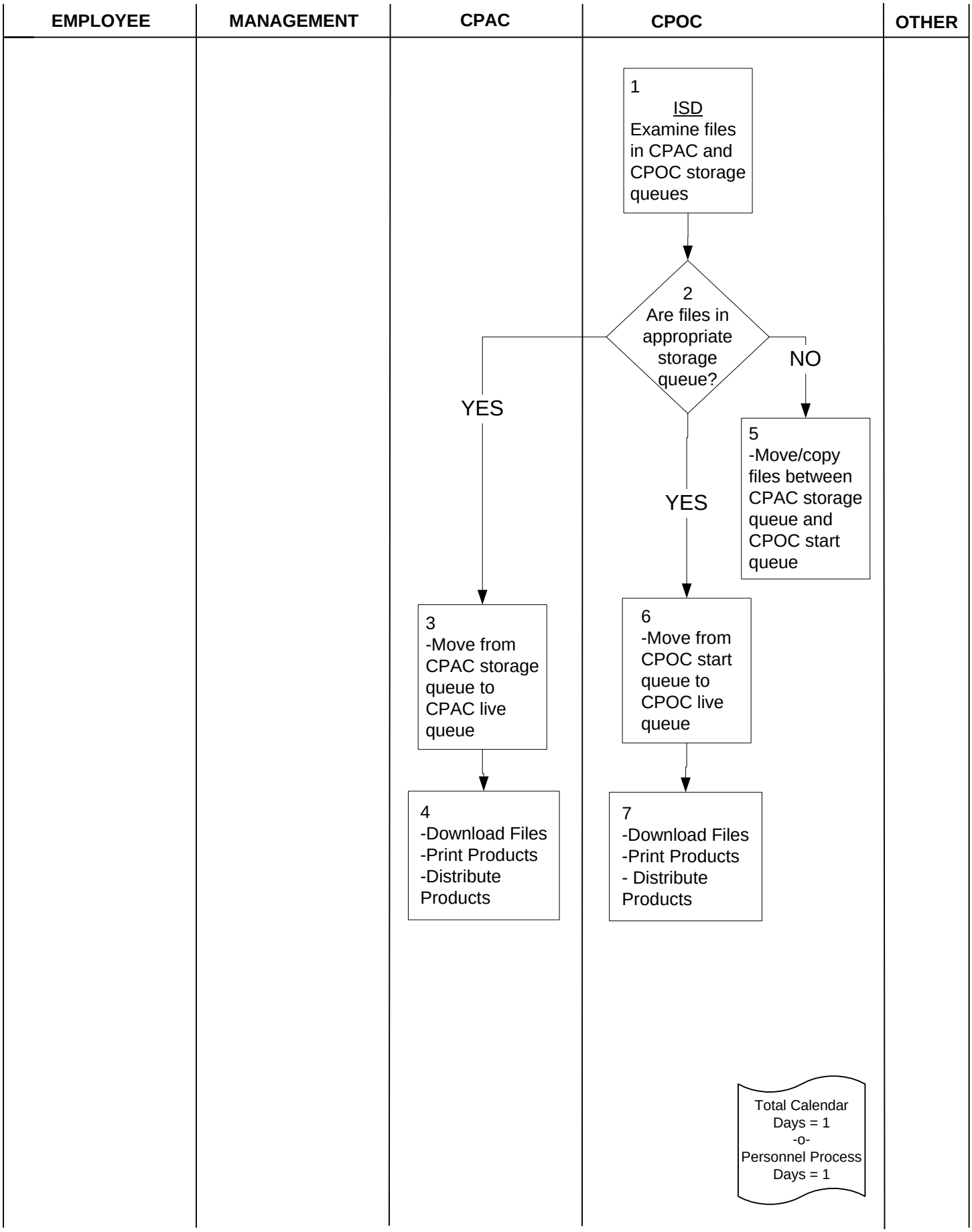
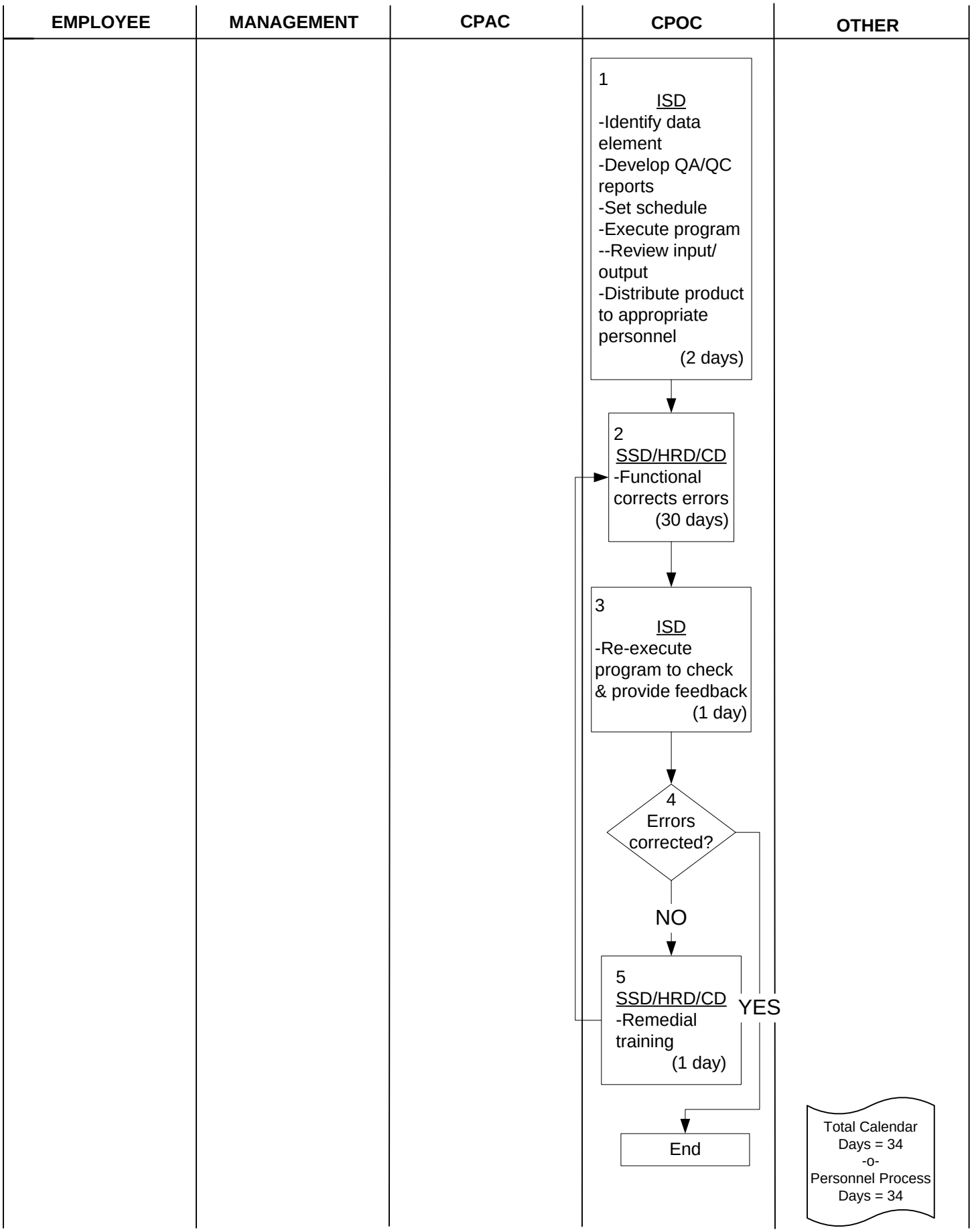
Payroll Interface Processing Cycle



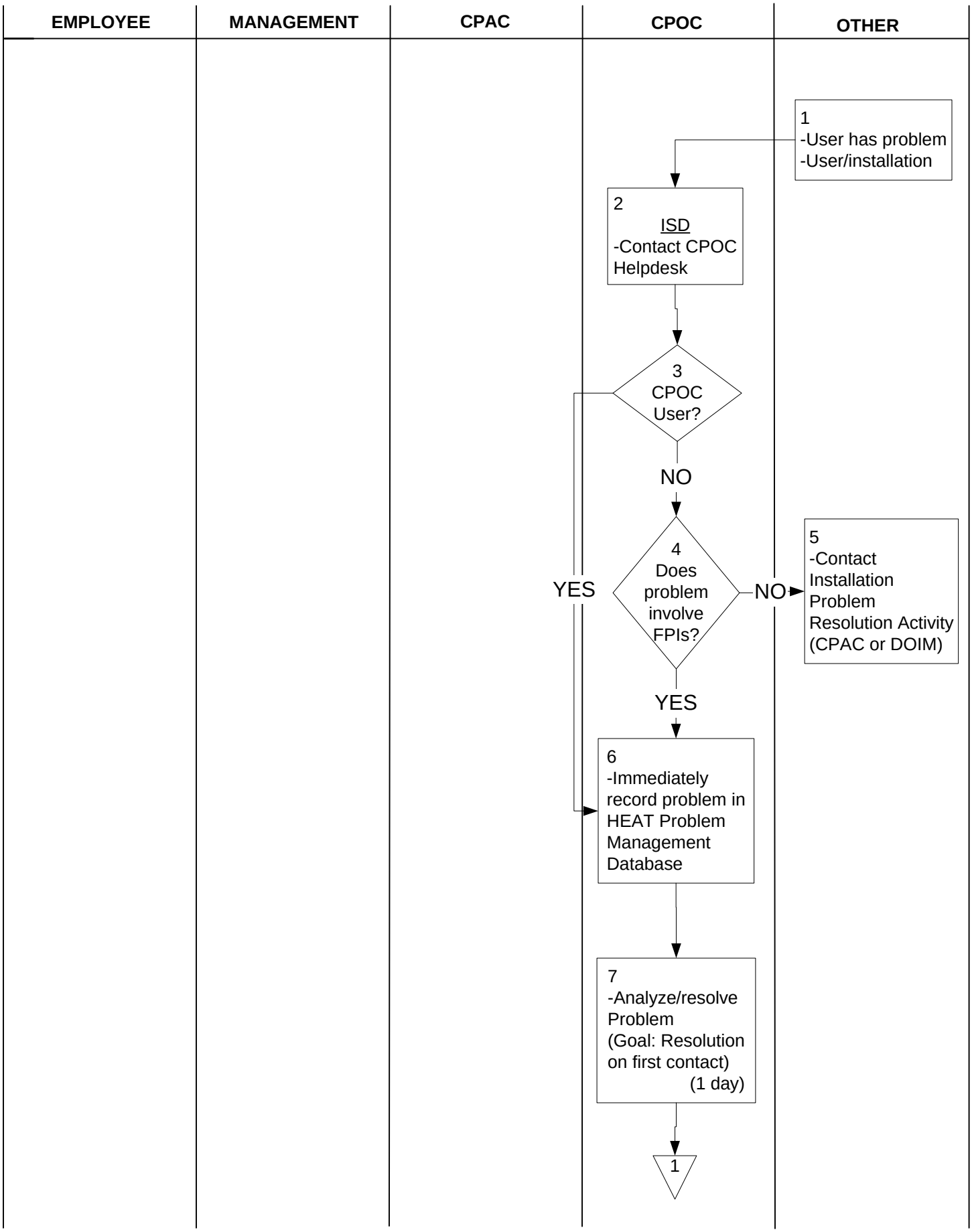

EMPLOYEE
MANAGEMENT
CPAC
CPOC
OTHER
1
-Initiate written request to create, modify or delete user ID's
2
-Receive written request from management
3
-Endorse request to appropriate office
(1 day)
4
ISD
-Issue User ID & password
(1 day)
5
System External To CPAC/CPOC
-Issue User ID & password
(3 days)
6
-Receive user ID & password
-Send to user
(1 day)
7
-Receive user ID & password
Total Calendar Days = 3
-o-
Personnel Process Days = 3

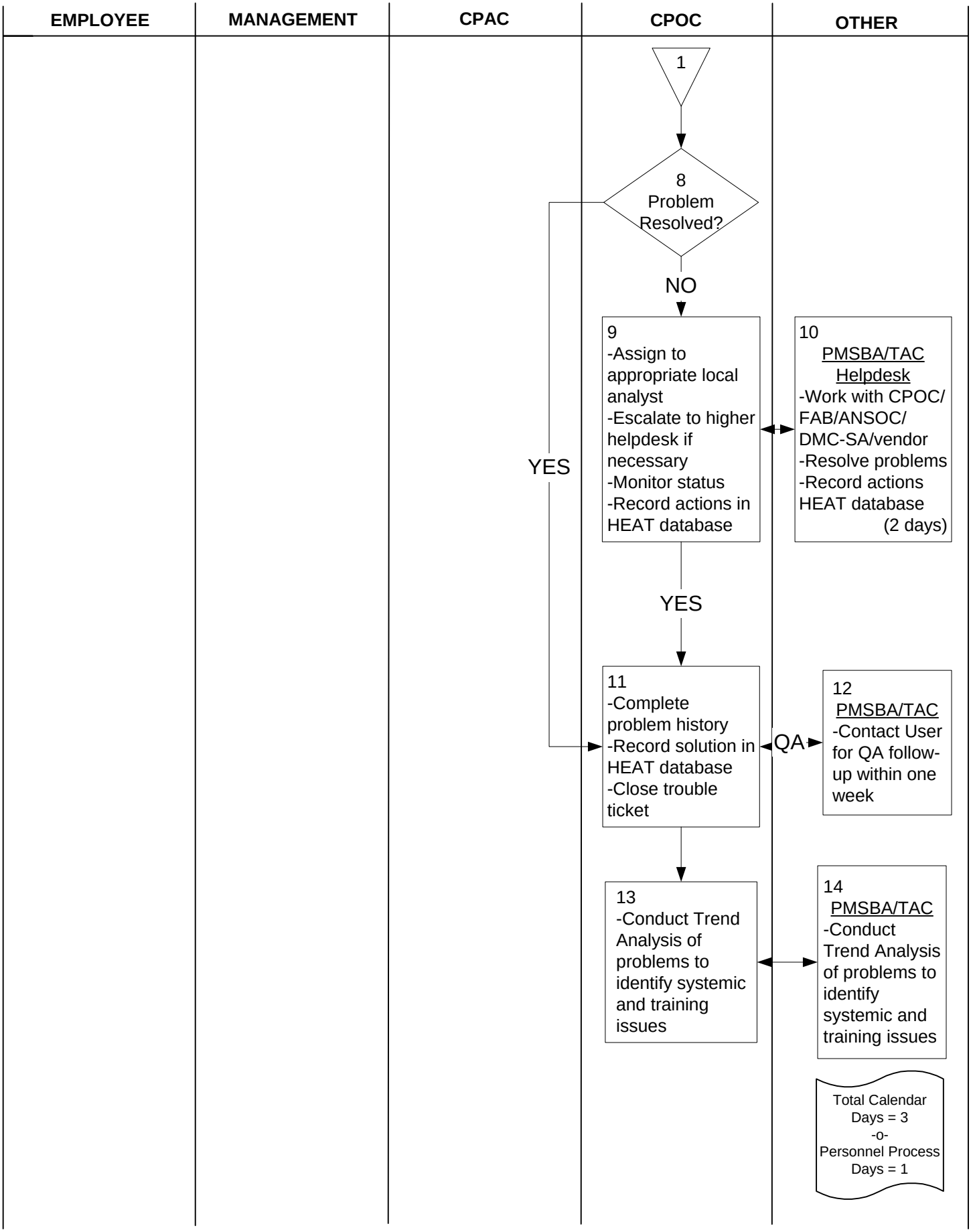
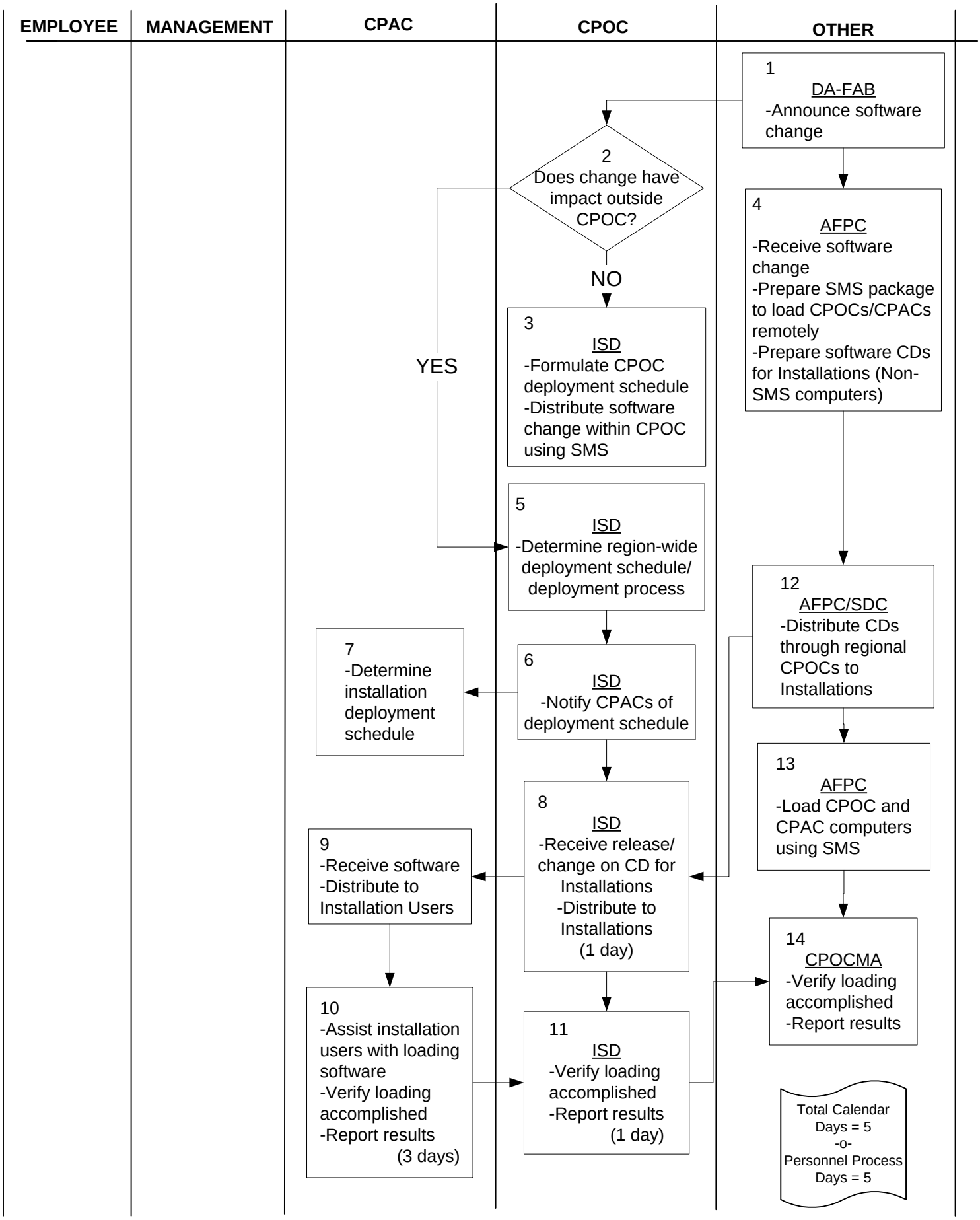

EMPLOYEE
MANAGEMENT
CPAC
CPOC
OTHER
1
Customer
-Request information (Ex/In) via written communiqué
Customer Chooses Source Per SOP
2
-Receive written request from customer
-Forward to CPOC ISD
3
-Receive written request from customer
-Forward to CPOC ISD
4
Installation
-Receive written request from customer
-Forward to CPOC ISD
5
Can information be released?
NO
6
-Notify customer of reason to not respond
YES
7
Can information be obtained from FPIS?
YES
8
-Refer user to FPIs
-Instruct user in FPI data extraction
NO
9
-Define source & availability of data
-Define criteria, retrieval method, output format, distribution method
-Review existing libraries
(1 day)
10
Is task Routine?
NO
YES
11
Non-Routine
-Code the program
-Test
-Alter code
-Execute
-Output
-Distribute
(4 days)
12
Routine
-Alter existing code
-Execute Program
-Output
-Distribute
(2 days)
Total Calendar Days = 3-5
-o-
Personnel Process Days = 3-5


EMPLOYEE
MANAGEMENT
CPAC
CPOC
OTHER
1
ISD
Examine files in CPAC and CPOC storage queues
2
Are files in appropriate storage queue?
NO
YES
YES
5
-Move/copy files between CPAC storage queue and CPOC start queue
3
-Move from CPAC storage queue to CPAC live queue
6
-Move from CPOC start queue to CPOC live queue
4
-Download Files
-Print Products
-Distribute Products
7
-Download Files
-Print Products
- Distribute Products
Total Calendar Days = 1
-o-
Personnel Process Days = 1


EMPLOYEE
MANAGEMENT
CPAC
CPOC
OTHER
1
ISD
-Identify data element
-Develop QA/QC reports
-Set schedule
-Execute program
--Review input/ output
-Distribute product to appropriate personnel
(2 days)
2
SSD/HRD/CD
-Functional corrects errors
(30 days)
3
ISD
-Re-execute program to check & provide feedback
(1 day)
4
Errors corrected?
NO
YES
5
SSD/HRD/CD
-Remedial training
(1 day)
End
Total Calendar Days = 34
-o-
Personnel Process Days = 34

Help Desk - Resolving Automation Problems




EMPLOYEE
MANAGEMENT
CPAC
CPOC
OTHER
1
8
Problem
Resolved?
NO
YES
9
-Assign to appropriate local analyst
-Escalate to higher helpdesk if necessary
-Monitor status
-Record actions in HEAT database
10
PMSBA/TAC
Helpdesk
-Work with CPOC/ FAB/ANSOC/ DMC-SA/vendor
-Resolve problems
-Record actions HEAT database
(2 days)
YES
11
-Complete problem history
-Record solution in HEAT database
-Close trouble ticket
QA
12
PMSBA/TAC
-Contact User for QA follow-up within one week
13
-Conduct Trend Analysis of problems to identify systemic and training issues
14
PMSBA/TAC
-Conduct Trend Analysis of problems to identify systemic and training issues
Total Calendar Days = 3
-o-
Personnel Process Days = 1

Software Deployment/Installation