

Report Name: HR Executive Dashboard: HR Data Correction Requests

Count and estimated cost of HR Data Correction requests submitted to central OHR by zDeptID. This visualization does not take into account the volume of transactions processed for each zDeptID.

Audience: University of Minnesota Unit Leadership and HR Leads

Security/Access: HR Executive Dashboard Requested Access

Report Purpose

The purpose of the HR Data Correction Requests dashboard is to monitor the number of HR data corrections occurring across units at the University. Each data correction carries a cost to the University of approximately \$###.##. The HR Data Correction Requests dashboard does not reveal the root cause or reason for any correction request. The purpose of the dashboard is to highlight opportunities to reduce operational costs.

Business Rules

- Report is based on number of HR data correction requests marked as completed in the ServiceNow system from the first day to the last day of the month. This data is generally pulled from ServiceNow sometime during the first week of the month.

Calculations

- **Percent of Total HR Data Correction Requests**
 - Calculated by dividing the number of HR data correction requests completed by the overall total of HR data correction requests completed during the time period
 - This calculation is made based on the number of corrections completed during a given month and the result remains fixed
- **Cost of an HR Data Correction Request**
 - Calculated by multiplying the number of HR data correction requests completed by the cost of an HR data correction request estimate
 - The cost of an HR data correction request is a rough estimate
 - This estimate was developed in partnership between OHR Operations, a system campus, an academic unit, and an administrative unit
- **All Other ZDeptIDs** (value available in ZDeptID prompts)
 - A consolidation of all ZDeptIDs having less than six HR Data Corrections in during a month

Prompts

- **Date**
 - Selection determines the data included in the report
 - Zero to multiple months can be selected causing the report to include data from the selected months
 - Date field default will be set to the most recent month available
- **ZDeptID (bar graph)**
 - Selection determines the data included in the bar graph
 - Zero to multiple ZDeptIDs can be selected causing the report to include data from the selected ZDeptIDs
 - ZDeptID default will be XXXX
- **Starting Rank**
 - Selection determines the starting ZDeptID displayed on the bar graph, ranked by number of corrections, from greatest to fewest
 - Starting Rank field default will be set to 1
- **Display Count**

- o Selection determines the number of ZDeptIDs displayed on the bar graph based on their rank (additional ZDeptIDs could be displayed if 'tied' for count of corrections)
- o Display Count field default will be set to 25
- **ZDeptID (pie graph)**
 - o Selection determines the data included in the pie graph
 - o Zero to multiple zDeptIDs can be selected causing the report to include data from the selected months
 - o zDeptID field default will be set all values

Default Sort Order

- HR Data Corrections Bar Graph displays ZDeptIDs with the highest number of data correction requests completed first, secondary sort order is ZDeptID
- HR Data Corrections Pie Graph displays ZDeptIDs with the highest proportion of total data correction requests completed for the time period selected

Data Refresh

The data for this report comes directly from ServiceNow and is created during the first week of the month. Data gathered to create the HR Data Corrections Request dashboard is static and will not be updated.