UMN ServiceNow - HR Corrections Lookup Tool Demo

Tableau demo – Danny Moncada

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Start Date 05/15/2019	End Date 05/15/2020	EmplID All	Department	Entity All

Problem Type All	Number	Caller Id All	Closed By All

Incident Search

Number	Department	Entity	Problem Type	Short Description	Date Opened	Date Closed	
HR0330537	11265 - CSOM Finance & Insurance	Z0509 - CSOM Finance	Appointment Changes	Please remove employee's termination row.	5/15/2019	5/15/2019	
HR0330538	10961 - Eng Languages & Literature	Z0200 - CLA English Languages & Lit	Date - Other	Please change the change date to 8/26/19. I jumped the gun on this one.	5/15/2019	5/15/2019	
HR0330539	11838 - PEDS Gastro, Hepa, Nutrit Div	Z0100 - Pediatrics	Appointment Changes	This employee has two records, and there was some miscommunication between the department and HR as to how the raise fo..	5/15/2019	5/15/2019	
HR0330540	10713 - The Hormel Institute	Z0390 - RSRCH Hormel Institute	Appointment Changes	Mark has been approved for a pay update backdating to March 18. Please increase his wages.	5/15/2019	5/15/2019	
HR0330541	11265 - CSOM Finance & Insurance	Z0509 - CSOM Finance	Appointment Changes	Employee was terminated in error. Please remove the termination row and update the expected job end date to 5/20/2019. T..	5/15/2019	5/15/2019	
HR0330542	10713 - The Hormel Institute	Z0390 - RSRCH Hormel Institute	Appointment Changes	Just sent another request in for this. However the effective date was incorrect. It should be 2/5/2019, not 3/18/2019. Ple..	5/15/2019	5/15/2019	
HR0330543	11197 - Curriculum & Instruction Admin	Z0171 - CEHD Curriculum & Instruction	Date - Expected End Date	Please insert a 5/26/19 expected job end date on the 5/6/19 return from leave row.	5/15/2019	5/15/2019	
HR0330544	11207 - Org Leadership, Policy & Dev	Z0172 - CEHD Org Leadership,Policy/Dev	Compensation Rate	The salary should be $91,756.00 throughout the year.	5/15/2019	5/15/2019	
HR0330545	11207 - Org Leadership, Policy & Dev	Z0172 - CEHD Org Leadership,Policy/Dev	Compensation Rate	Prof. Khalifa's salary should be $92,741.83 for FY19.	5/15/2019	5/15/2019	
HR0330546	10491 - D Housing - General & Admin	Z0338 - UMD Auxiliary Services	Additional Pay Panel	Empl 5378412. On the Eff 5/10/19 NLM Addl Pay, please uncheck the Prorate Addl	5/15/2019	5/15/2019	

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HR Corrections Information

Number	Date Opened	Date Closed	
HR0330537	5/15/2019	5/15/2019	
HR0330538	5/15/2019	5/15/2019	

Problem & Description

Closed By	Short Description	Problem Type
Employee 1	1) Employees AUG amount was incorrect for FY19. Please correct amount for 6/11/18-6/9/19. 2) Employee's AUG for FY20 is incorrect; please update to 666.08 for 6	Additional Pay Panel
	1)In job data, please change action to "Hire"	Action/Reason

Employee Information

Empl Record	Eff Seq	
0	No Data Available	
	0	

Department Information

Entity Number	Entity Name	Dept Number	Dept Name
407	APPLIED ECONOMICS	No Data Available	Applied Economics
603	UMD-FAMILY MEDICINE	No Data Available	UMD Family Practice Center
625	MEDICAL SCHOOL-ADM	No Data Available	Medical School Admin
Z0001	CFANS Administration	11005	CFANS Finance & Budget
		11006	CFANS Human Resources

Closed Notes for Customer

Close Notes for Customer

Farrell,Corderall Cortez-Hall updated the ..
Fogg,Monica updated the end date as requ..
Guest,Daniel I have deleted the 08-26-19 e..
Rykken,Nils deleted the termination end o..
202648 - record 2 - termination row remov..
 ..
Abassi,Mahsa empl id # 4351213 rcd #0 ha..
Talledge,Nathaniel updated the end date ..
Xiong-Hang,Kang deleted termination job ..
07-12-19 Kangas,Nicole Lynne You can del..
09-26-19 modified the FTE in position man..
10 month employees and 10 over 12 month..
266270 update with new action reason and..
892026
0805558 updated the effective date and en..
0849349 Larson,James E updated the effec..
1084078 Daubney,Mary Catherine update..
1173132 Nelson,Deanne Jayne updated th..
1280582 Yue,Andrew Robin deleted the pa..
1290286 Hymel,Sabrina Noel updated the r..
1432946 updated the compensation rate a..
1438350 Thompson,Brikkelle Bakken you ..
1483755 Jahnel,Colleen Mary deleted the ..
1520919 Murphy,Dettie Stranger added w..
1563592 Ianevalockney,Arsena G selected ..
1580768 Acton MD,Robert Dean added the..
1638210 a non recurring lump sum must b..
1638210 I have deleted the 200.00 from lu..
1725705 Bomstad,Bryan Gary added the t..
1763639 Miller,Philip Jordan updated the ..
1833599 Hassel,Craig Alan updated the e..
1887918 Steeves,Brian R there were no in..
2100115 Stone,Melissa M updated the end..
2100445 Elizabeth Nash updated the busin..
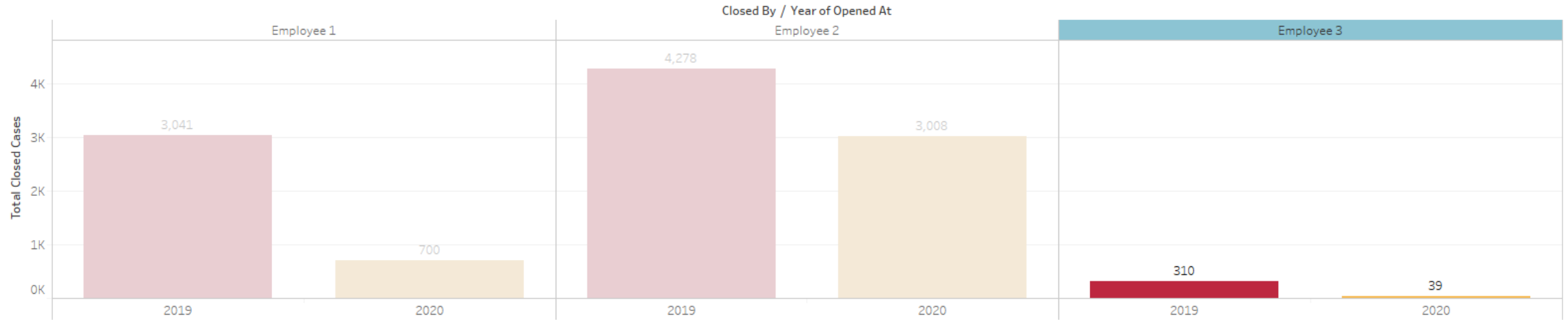2101399 Samuel Myers updated the earnin..

Start Date
05/15/2019
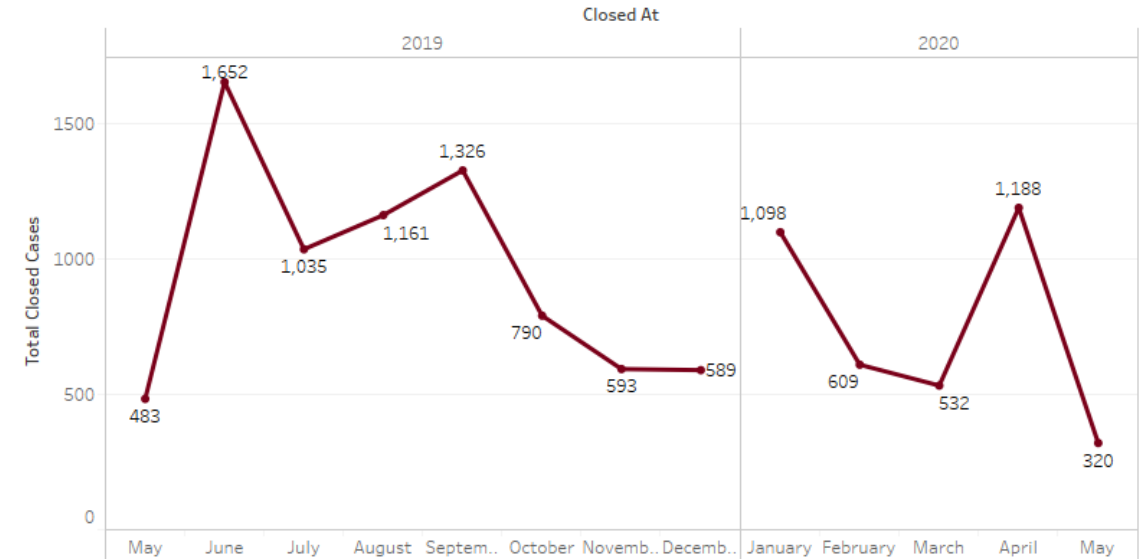
End Date
05/15/2020

Department
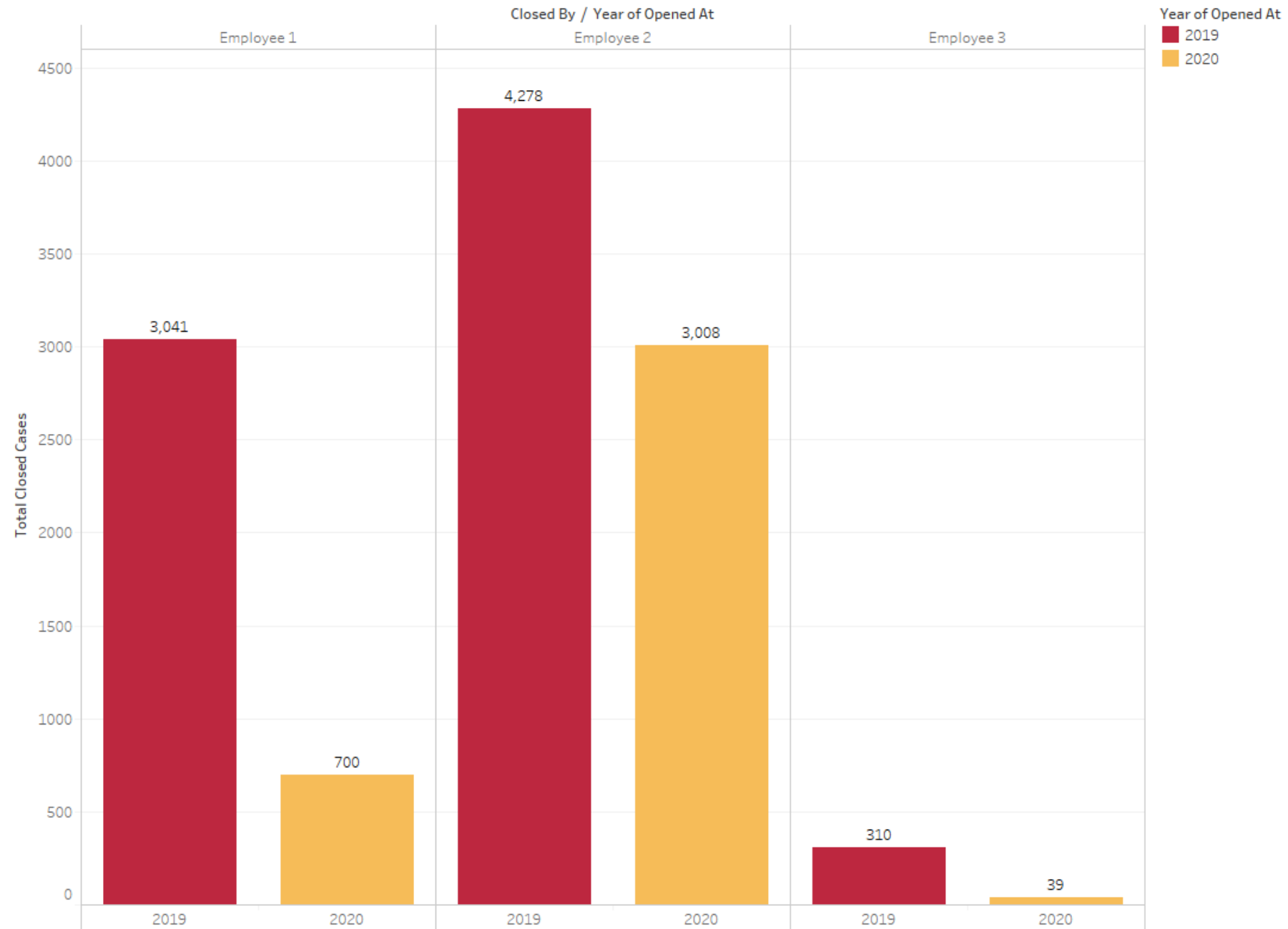All

Total Cases Closed By Employee

Closed By / Year of Opened At

| Employee 1 | Employee 2 | Employee 3 |

- Employee 1: 2019 — 3,041; 2020 — 700
- Employee 2: 2019 — 4,278; 2020 — 3,008
- Employee 3: 2019 — 310; 2020 — 39

Total Closed Cases by Dept.

Department	
Unknown	22
10000 - Controller's Administration	1
10003 - Purchasing Services	4
10005 - EFS Module Support Team	2
10006 - Accounting Services	2
10010 - Sponsored Financial Reporting	4
10012 - University Librarian, Ofc of	4
10013 - Library Facilities & Ops Mgmt	3
10015 - Health Science Libraries	3
10016 - Library Collections Mgmt Ofc	10
10017 - Library Data & Technology	1
10018 - Minitex	11
10020 - Lib Ag, Bio & Environment Sci	2
10021 - Lib Arts & Humanities	4
10022 - Archives & Special Collections	2
10023 - Lib Physical Sci & Engineering	4
10024 - Lib Social Sci & Profnl Prog	2
10026 - Lib Access & Info Svcs	8

Total Cases Closed by Month & Year

Closed At

2019:
- May: 483
- June: 1,652
- July: 1,035
- August: 1,161
- September: 1,326
- October: 790
- November: 593
- December: 589

2020:
- January: 1,098
- February: 609
- March: 532
- April: 1,188
- May: 320

Total Cases Closed By Employee

Total Closed Cases for each Opened At Year broken down by Closed By. Color shows details about Opened At Year. The marks are labeled by Total Closed Cases. The data is filtered on Closed At Date Range and Opened At Date Range. The Closed At Date Range filter keeps True. The Opened At Date Range filter keeps True.

Total Cases Closed by Month & Year

Closed At

The trend of Total Closed Cases for Closed At Month broken down by Closed At Year. The marks are labeled by Total Closed Cases. The data is filtered on Closed At Date Range and Opened At Date Range. The Closed At Date Range filter keeps True. The Opened At Date Range filter keeps True.