



UNIVERSITY SYSTEM OF GEORGIA
Information Technology Services

HRDM DED Business Processes

ITS Administrative Services, DBA and RPA Teams

Version 1.0



"Creating A More Educated Georgia"
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Requests for Assistance

Process Description: How to request assistance with interpreting the DED.

Steps for the notification and dissemination process:

1. DED users request assistance via a helpdesk ticket (usg@service-now.com).
2. ITS Administrative Services reviews helpdesk ticket and provides feedback or reassigns to RPA for further review.
3. RPA reviews and answers helpdesk ticket.
4. If RPA is unsure of the answer, RPA will submit the question to the HRDM POC Listserv (HRDMPOC-L@listserv.uga.edu) for feedback.
5. If question or concern remains unresolved, RPA will escalate to the HR Data Governance Committee for resolution.
6. DED user is notified by RPA of resolution or status of ongoing discussion.

Data Element Addition

Process Description: Updating of the DED when new data elements have been added.

Steps for creating a new data element (after approval from HR Data Governance Committee):

1. RPA submits the following fields to ITS Administrative Services via email. ITS Administrative Services creates a SNOW incident in ServiceNOW:
 - a. Category
 - b. Description
 - c. Data Type
 - d. Length
 - e. Format
 - f. Collection Period
 - g. Business Practices
 - h. Validation Rules
 - i. Valid Values
 - j. Effective Terms
 - k. Change History
2. ITS Administrative Services researches PeopleSoft HCM tables and HRDM to provide the Data Source and the Target Fields information respectively.
3. ITS Administrative Services creates a work task ticket, which tracks development work within each environment, outlined in step 5, and notifies RPA when the deployment has taken place and that a new version of the DED is available.
4. ITS Administrative Services deploys the DED to the tables.
5. Development work to be performed:
 - a. ITS Administrative Services runs a script to add the new data element into the development (DEV) environment.
 - b. ITS Administrative Services performs testing of the new data element within the DEV environment.
 - c. ITS Administrative Services deploys the new data element into the deployment ready (DR) environment.
 - d. ITS Administrative Services performs testing of the new data element within the DR environment.
 - e. ITS Administrative Services deploys the new data element into the QA environment.
 - f. ITS Administrative Services performs testing of the new data element within the QA environment.
 - g. ITS DBA deploys the new data element into the test environment
 - h. ITS Administrative Services performs testing of the new data element within the test environment.
 - i. ITS DBA deploys the new data element into the production (PROD) environment.
 - j. ITS Administrative Services performs testing of the new data element within the PROD environment.
6. RPA tests Cognos reports and distributes the new version of the DED to appropriate parties.

- a. Notify HRDMPOC, IRP, MFE and HR Data Governance communities of change in Cognos and provide new copy of PDF via HRDM-POC listserv (RPA will notify the IRP, MFE and HR Data Governance Listservs).
 - b. Publish PDF on RPA website.
7. ITS Administrative Services sends notification of new data element to the HRDM POC Listserv (RPA will notify the IRP, MFE and HR Data Governance Listservs).

Data Element Modification

Process Description: Updating of the DED when an elements is modified.

Steps for changing a data element (after approval from functional and technical governance committees):

1. RPA submits any changes to the following fields to ITS Administrative Services via email. ITS Administrative Services creates a SNOW incident in ServiceNOW:
 - a. Category
 - b. Description
 - c. Data Type
 - d. Length
 - e. Format
 - f. Collection Period
 - g. Business Practices
 - h. Validation Rules
 - i. Valid Values
 - j. Effective Terms
 - k. Target Fields
 - l. Change History
 - m. Data Source fields
2. ITS Administrative Services creates a work task ticket, which tracks development work within each environment, outlined in step 4, and notifies RPA when the deployment has taken place and that a new version of the DED is available.
3. ITS Administrative Services deploys the DED to the tables.
4. Development work to be performed:
 - a. ITS Administrative Services runs a script to update the existing data element into the development (DEV) environment.
 - b. ITS Administrative Services performs testing of the updated data element within the DEV environment.
 - c. ITS Administrative Services deploys the updated data element into the deployment ready (DR) environment.
 - d. ITS Administrative Services performs testing of the updated data element within the DR environment.
 - e. ITS Administrative Services deploys the updated data element into the QA environment.
 - f. ITS Administrative Services performs testing of the updated data element within the QA environment.
 - g. ITS DBA deploys the new data element into the test environment.
 - h. ITS Administrative Services performs testing of the updated data element within the test environment.
 - i. ITS DBA deploys the updated data element into the production (PROD) environment.
 - j. ITS Administrative Services performs testing of the updated data element within the PROD environment.

5. RPA tests Cognos reports and distributes the new version of the DED to appropriate parties.
 - a. Notify HRDMPOC, IRP, MFE and HR Data Governance communities of change in Cognos and provide new copy of PDF via the HRDM-POC Listserv (RPA will notify the IRP, MFE and HR Data Governance Listservs).
 - b. Publish PDF on RPA website.
6. ITS Administrative Services sends notification of update to the HRDM POC Listserv (RPA will notify the IRP, MFE and HR Data Governance Listservs).

Updating Database Linked to Cognos

Process Description: Steps for updating the database data underlying Cognos.

Steps for updating the database data underlying Cognos:

1. The ITS Administrative Services creates the SQL statements (insert statements and update statements) for the database tables supporting Cognos.
2. ITS Administrative Services creates a work task ticket, which tracks development work within each environment, outlined below, and notifies RPA when the deployment has taken place and that a new version of the DED is available.
 - a. ITS Administrative Services runs a script to add the new/updated data into the DED tables into the database in the development (DEV) environment.
 - b. ITS Administrative Services performs testing of the new/updated data into the DED tables into the database in the DEV environment.
 - c. ITS Administrative Services deploys the new/updated data into the DED tables into the database into the deployment ready (DR) environment.
 - d. ITS Administrative Services performs testing of the new/updated data into the DED tables into the database in the DR environment.
 - e. ITS Administrative Services deploys the new/updated data into the DED tables into the database into the QA environment.
 - f. ITS Administrative Services performs testing of the new/updated data into the DED tables into the database within the QA environment.
 - g. ITS DBA deploys the new/updated data into the DED tables into the database into the test environment.
 - h. ITS Administrative Services performs testing of the new/updated data into the DED tables into the database within the test environment.
 - i. ITS DBA deploys the new/updated data into the DED tables into the database into the production (PROD) environment.
 - j. ITS Administrative Services performs testing of the new/updated data into the DED tables into the database within the PROD environment.

Problem Element Audit Data Element Dictionary Business Process

Process Description: Periodically auditing data to detect problem elements.

Steps for annually auditing of data in the DED:

1. Error tracking
 - a. RPA requests a daily list of edit errors from ITS Administrative Services updates during an HRDM IPEDS data validations window (from the day the HR data validations opens to the day the HR validations closes).
 - b. RPA compiles master list of errors to be reviewed at the close of the collection.
 - c. RPA determines which errors are most commonly generated.
 - d. RPA determines which errors did not fire during current collection.
 - e. RPA works with ITS Administrative Services to analyze underlying issues and resolve the issues via the appropriate method(s):
 - i. New/Updated edits
 - ii. Trainings
 - iii. Business Practices
2. Analyzing historical data
 - a. RPA determines which data elements will be analyzed.
 - b. RPA pulls HR data for each institution for each element for the past three years and populates a spreadsheet showing both presence of data and distribution of values.
 - c. RPA analyzes data for anomalies.
 - d. RPA works with ITS Administrative Services to analyze underlying issues and resolve the issues via the appropriate method(s):
 - i. New/Updated edits
 - ii. Trainings
 - iii. Business Practices
3. Reaching out to HRDM POC and IRP Resources
 - a. RPA emails HRDM POC and IRP Listservs to request feedback on problem data elements.
 - b. RPA works with ITS Administrative Services to analyze underlying issues and resolve the issues via the appropriate method(s):
 - i. New/Updated edits
 - ii. Trainings
 - iii. Business Practices