Issue Response Process

Affinity Group (AG1)
- AG1 receives and reviews ticket
- Ticket from division or OHR?
  - YES: OHR approved if required by WiscIT Chart?
    - YES: AG1 makes change
    - NO: Downstream effect on benefits/payroll/absence mgmt?
  - NO: Division sends notice to department/supervisor
- YES: Denial & reason sent to division
- Divisional HR receives request
- Request Requires OHR approval? See WiscIT Chart
  - YES: Divisional HR or AG1 sends request to OHR
  - NO: Denial & reason sent to department or supervisor
- YES: Approved by OHR?
  - YES: OHR sends approval email notice to Division
  - NO: Future dated change?
    - YES: Division enters change in HRS
    - NO: Division sends notice to department/supervisor
- Logs ticket with AG1 attaching OHR approval email if required

Divisional HR/Office of Human Resources (OHR)
- Divisional HR approved?
  - YES: If Approved OHR will complete the process & send notice to Division
  - NO: Denial & reason sent to department or supervisor
- Base pay change other than TE, SA, ET, OT, SH?
  - NO: Denial & reason sent to division
  - YES: If Approved OHR will complete the process & send notice to Division
- Future dated change?
  - YES: Division enters change in HRS
  - NO: Division sends notice to department/supervisor

Department/Supervisor
- Start Process
- Requests change via JEMS Change Request or email
- Department or supervisor receives notification
- Request Denied?
  - YES: Resubmit request with edits?
    - YES: Process Complete
    - NO: No
  - NO: Yes