

PER-08 Employee Directory FAQs and Troubleshooting Guide

Purpose

The purpose of this job aid is to answer frequently asked questions about the Employee Directory and provide troubleshooting assistance for common issues with the Employee Directory.

No.	Question/Issue	Answer/Action
1	What is the URL for the employee directory?	Employee Directory
2	Why was the Integrated HR/Payroll System chosen to feed the employee directory?	The employee directory is a highly used, much needed resource. The old employee directory was updated with manual processes that were cumbersome and confusing. When the Department of Information Technology (DIT), the Office of State Human Resources (OSHR) and the Office of the State Controller (OSC) considered the best source of data for the employee directory, the Integrated HR/Payroll System was the obvious choice. The data is within the control of agencies, as it should be, and processes of hiring, transfers and separations are captured in a timely manner in this system.

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3	What is the source of the information for the employee directory?	A download from Integrated HR/Payroll System feeds the employee database nightly. Data that makes up the employee directory database is fed from the following fields in the Integrated HR/Payroll System: • Phone: Communication IT0105 stored on the employee record. This can be updated by Agency HR professionals via the PA30 transaction • Address: Work mailing address stored on Address infotype (IT0028), subtype 9002 of the position record. This can be updated by Agency HR professionals via the PO13 transaction. • Organizational data: Agency and Division names based on Organizational path data defined in the Integrated HR/Payroll System by the agency. Change requests must be submitted to BEST Shared Services via email. • Email: Email data comes from the NCID data housed at DIT. It passes through the Integrated HR/Payroll System, but HR offices have no ability to change this data. If an employee's old email address is publishing to the directory, ask the employee to update his/her email address in the NCID application. If any other issues regarding email arise, contact DIT.
4	Can employees maintain their own contact information through ESS?	No. The work contact information in the Integrated HR/Payroll System is not editable by the employee. Only the email address can be maintained by the employee via the NCID application.

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		The Integrated HR/Payroll System employee directory interface file is produced nightly.
5	How often does the Integrated HR/Payroll System data feed run?	The inbound DIT NCID email interface runs nightly before the employee directory interface file is produced so that email address changes from that day will be included in the outbound Integrated HR/Payroll System employee directory file. DIT refreshes the entire database each morning with the new file from Integrated HR/Payroll System.
6	How do I correct a situation where an employee appears under the wrong agency or division?	Agency HR Professionals can utilize the Z_ORGPATH transaction to research this situation. First determine which position the employee belongs to by looking at the employee record (ZEMP or PA20 transactions), and then see if the organization unit the position belongs to is in the correct Division using the Z_ORGPATH transaction. See Job Aid: OM-02 Display Organization Path Note: Pay close attention to the effective dates of any organizational changes, as well as any actions on the employee record or the position the employee holds. The Integrated HR/Payroll System is date-driven, and changes will not be pushed to the directory until their effective dates have been reached.

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7	We have a New Hire. How do they get into the employee directory?	After the agency processes the HR action in the Integrated HR/Payroll System, and the effective date of the action has been reached, the information will be included in the nightly download. The work telephone number is added by the agency as part of the employee new hire action, while the address and organizational data are inherited from the position. Example: An employee starting work on 7/1 will not appear in the directory until 7/1, even if the action is processed earlier. Conversely, an employee who begins work on 7/1 will not appear in the directory if the new hire action has not yet been processed by HR. Additionally, in order for the email address to be included in the directory information, the employee must have created an NCID profile.
8	An employee is leaving. How do I make sure they are deleted from the directory?	Once an HR office processes the separation action in the Integrated HR/Payroll System, the employee's data no longer passes to the employee directory. The database is replaced entirely each night. Thus, the separated employee is deleted from the directory with no other action needed from HR offices. Please note that separations processed late will result in the employee appearing in the directory up until the day after their separation action is processed. There is no other mechanism to remove an employee from the directory.
9	We have been reorganized. How do I make the updates in the Integrated HR/Payroll System?	BEST Shared Services can help make organizational changes. Please submit a ticket via email to best@ncosc.gov. Other contact information and hours of operation for BEST Shared Services can be found at: Customer Service

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		No action is required from the Agency HR office.
10	A new hire transferred from another agency. Their current phone and address are showing, but the email is old. How can it be updated?	There are two ways that transfers are typically handled: Either the receiving agency can coordinate with the leaving agency and have the NCID account deleted and archived; the receiving agency then creates a totally new NCID with the new email address for the employee. The other option is for the receiving agency's NCID administrator to coordinate with the leaving agency to have the NCID transferred to the receiving agency. In that scenario, the receiving agency's NCID administrator goes into the account and updates the email address to reflect the new agency address. In either case, it is a one-day process for the Integrated HR/Payroll System to pick up the new email address and pass it to the directory. Changes made today should be reflected in the directory tomorrow.
11	How do I exclude an employee from the directory in a case such as a protective order?	A single employee can be omitted from the directory using Infotype 0105. Agency HR Professionals can add a record to "exclude employee from directory" using the PA30 transaction.
12	Some of the phone numbers I've entered are not showing up.	The correct format to enter phone numbers in the Integrated HR/Payroll System is with hyphens: 919-123-4567. More than 12 digits (such as using parentheses) or spaces in the number will suppress the number (it will not be included in the directory). If a phone number was entered in the Integrated HR/Payroll System with no hyphens—9191234567, the employee directory publishes the number correctly with hyphens.

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13	An employee has entered their personal email address via the NCID application, but it is not showing on the directory.	Employee's personal email addresses are excluded from the directory by a process that is run by DIT. You may see a personal email address in the Integrated HR/Payroll System, but you will not see it in the employee directory.
14	An employee is missing from the directory. What might be the problem?	Agency HR Professionals can troubleshoot this issue as follows: • Check to ensure that the employee is in a position within the Agency and Division where you are looking in the directory. Check the effective date of their most recent action involving a change in position to ensure that it has been reached. • Check to ensure there is not an IT0105 record to exclude the employee from the directory. • Ensure that the employee is not in a job classification that your agency has requested be excluded from the directory. • Contact BEST Shared Services if you are unable to determine the cause for the employee missing from the directory. • If one portion of the address is supplied but not all, that will cause the employee to be omitted. Either omit all address information or include all: address, city and zip.

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15	Where do I bring my data concerns?	Most concerns with the Integrated HR/Payroll System data that is published in the directory should be addressed by Agency HR Offices, utilizing the PA30 and PO13 transactions, as mentioned in this guide. However, BEST Shared Services is also a resource for assistance with data questions or issues. If there are issues regarding email that is published in the directory (other than an individual email, which can be corrected by the employee in NCID), please alert DIT.
16	How do we identify the work telephone numbers that are being sent to the Employee Directory?	HR Data Maintainers in the Integrated HR/Payroll System can use BI report B0037 – Employee Personal Data to generate a list of the phone numbers that the Integrated HR/Payroll System sends to the Employee Directory. Add Emp Work Phone from Free Characteristics to the layout and run the report for the organizational unit desired. The resulting data can be used to verify work telephone numbers for employees within the specified organizational unit(s), and can be exported to Microsoft Excel for modifications.
17	If we have a large amount of phone number updates to make (50+), do we have to correct each record individually in the Integrated HR/Payroll System?	There is a mass update spreadsheet available for use when there are a large amount of phone number updates (at least 50 phone numbers) to be completed. IT0105_Communication_MassUpdate_Template.xlsx Please read the instructions on the spreadsheet, and complete the applicable fields with the Employee Personnel Number, IT0105 Subtype (which is 0020), 10-digit Work Telephone Number without dashes, and Extension if applicable. The Effective date, initiator, and contact number fields need to be completed as well. Once the spreadsheet is complete, email the spreadsheet to best@ncosc.gov to receive a ticket number. You will receive notification from BEST once the updates have been loaded into the Integrated HR/Payroll System. The new Work Telephone Numbers should display on the Employee Directory the day after the updates are loaded into the Integrated HR/Payroll System.

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