Successful STAR Implementation for DOT!

The Wisconsin Department of Transportation (DOT) marked a new milestone in June and July 2016 with the transition to STAR PeopleSoft.

- In early June, finance and procurement core users began early entry of transactions and setting up purchase orders

- On June 27, DOT employees began daily time and absence recording in STAR

- On July 1, DOT employees began recording travel expenses in STAR

- In July, a robust support effort was put into place to provide DOT employees with easy access to pertinent information

- STAR support efforts continue today with blended learning opportunities that include job aids, self-service webinars, STAR Helpdesk Support, and continuous training courses

STAR Continuous Training

11/29/2016 and 12/01/2016

ELM Query Training

9:00am-11:00am

DOA CR #540

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12/08/2016

PeopleSoft Query Training

9:00am-11:00am

DOA CR #540

Register Today: STAR ELM

Continuous training opportunities are imperative to ensure employees have the tools and resources they need to perform their daily responsibilities.

STAR will support agencies and staff by offering extensive resources for easy implementation of an ongoing training program. These resources will include documentation, a training environment, instructor training and prep, agency strategy planning, and quarterly enterprise-wide course schedules. STAR will help agencies define their training strategy.

Course evaluation metrics will be recorded for continuous improvement processes and enhancement of courses.

STAR FUNCTIONAL TEAM UPDATES

STAR FINANCE

- PeopleSoft Image Updates
- User Group Membership
- Asset Cleanup—Location and Insurance
- Expense/Payroll Reconciliation
- GL Journal/Revenue KK Ledgers
- Changes to Project Costing Dilution
- Additional Job Aids in Future

STAR HCM

- Open Enrollment Completed
- User Group Membership
- Improved Security Process
- Act 150 roll out
- LTE Tracking Report
- PeopleSoft Image Updates
- Electronic P-Files in the Future
- POTTs Enhancements in the Future

STAR PROCUREMENT

- PeopleSoft Image Updates
- User Group Membership
- 3 New Asset Management Insurance Types
- New P-Card Query
- P-Card Customization
- E-Supplier in the Future
- Strategic Sourcing in the Future

New SSO JIRA Ticket Resolution Process Pays Off!

The STAR Support Organization (SSO) Has been busy identifying Resolved JIRA tickets and closing them.

For all JIRA tickets, the following resolution steps are taken by the functional team member:

- When resolved, populate all JIRA ticket resolution information
- Advance to Resolve status
- Reassign JIRA ticket to Tier I (DOASTARTIER1)

For reassigned JIRA tickets, the following resolution steps are taken by Tier I (DOASTARTIER1):

- Follow up with end user to confirm the issue is resolved
- If the issue is not resolved, it is reassigned back to functional team with reason
- Advance to Close status
- Populate all JIRA ticket resolution information
- Close the JIRA ticket

In 2016,
24,527 JIRA tickets
were created.

- 22,983 are resolved
- 1,544 are unresolved