APPLICATION FOR THE 2004 LARRY L. SAUTTER AWARD FOR INNOVATION IN INFORMATION TECHNOLOGY
University of California, Irvine, FastClass - Online Reclassification Process

SUMMARY

FastClass (http://apps.adcom.uci.edu/expresso/apps/components/fastclass/login.jsp) is a web-based system designed to streamline the formerly cumbersome process of reclassifying employees into more appropriate job classifications (and pay) when their position’s responsibilities change or increase.

FastClass benefits two groups at once: FastClass supports the more than 130 business unit personnel officers charged with right staffing the units comprising the UCI community and retaining valuable human assets. Equally important, FastClass assists more than 4,000 career staffers with a streamlined, simple and equitable technological system to align job duties with the right job title and compensation.

PROJECT DESCRIPTION

Retaining top performers is a challenge faced by every organization. Employees need to feel that they are being recognized for their contributions to the organization. In the public sector, one method for ensuring proper recognition is to make certain employees are placed in the appropriate job classifications and pay grade. Ensuring proper classification and pay grade become even more critical in tight budget times when pay-for-performance increases are nonexistent. At the University of California, Irvine, the process of reclassifying employees into more appropriate job classifications was so complex and burdensome that the result was decreased employee morale.

The old process was paper intensive. It was criticized by our campus community as being cumbersome and complicated. Communication between the supervisor, employee, and the classification reviewer was nonexistent. Employees felt excluded from the process. Departmental autonomy lead to inconsistent implementation and review. The requirements for reclassification submission were unclear. The result was employee dissatisfaction and turnover.

Description of the Solution

In order to ensure that all concerns regarding the reclassification process were addressed, Human Resources solicited input from many campus representatives. All those who had a stake in the reclassification process were invited to provide their input and to help identify areas of high dissatisfaction and frustration. The performance of the reclassification process was then measured against client expectations and best practices of other organizations.

The first phase of this review was a web-based survey. The purpose of the survey was to identify client needs and satisfaction with the existing paper process. Those chosen to take part in the survey had submitted a reclassification to Human Resources within the last year or were considered a stakeholder in the job reclassification process.
The survey also measured current process performance and aimed to identify how technology could help streamline the paper-intensive reclassification process.

The second phase called for a campus focus group. The focus group was charged with brainstorming solutions for improvement of the reclassification process.

The findings of both the survey and the focus group reflected the perceived dissatisfaction with the old process. As a result, Human Resources determined that the reclassification process needed the following:

- reduced review turnaround times
- improved information sharing
- ability to track requests from submission to approval
- provision for on-line help
- integration with on-line tools
- greater support for those departments that process their own job reclassification requests
- must be paperless
- require minimal training
- provide a standard submission format
- provide analysis tools and guidelines to assist the user with the reclassification process

To foster campus acceptance, the design process solicited extensive campus input, utilizing a diverse and engaged team of representatives from campus departments to work on the process redesign and the Web interface design. Many of these same individuals served as the pilot user group to test and provide feedback on the system prior to campus-wide release.

FastClass was designed to require no classroom training. However, because FastClass introduced a new way of reviewing reclassification requests, Human Resources embarked on a publicity campaign to demonstrate the functionality of FastClass. Potential users needed a level of comfort with the new technology before actively using it. The system itself is easy to navigate with on-line instructions and pop-up helps where needed.

What makes FastClass unique to Human Resources systems in higher education is that it is extremely responsive to customer needs and wants–something that would be impossible with an off-the-shelf product, if one were even available. Before the decision was made to build FastClass, Human Resources and Administrative Computing investigated off-the-self products. However, software vendors were absent in this arena until today. FastClass addresses a technology for all employers, public and private alike. As a result, People Admin, a software vendor for higher education, has loosely modeled a new classification product after FastClass.

The Former Manual Process:

- Paper intensive
- Completed differently across the campus
• Unclear
• Viewed as “Black Hole”
• No centralized data available
• No centralized oversight

The New Online Process: FastClass (See Appendix C: FastClass Process Flow)

• Improved functionality
  o Web-based, paperless submittal process
  o Streamlined and standardized submittal
  o Built-in business rules for routing so users don’t have to remember where the reclassification package goes next
  o Integrated with other online tools for easy information lookup, e.g., UCI’s Data Warehouse, UCI’s Job Title and Pay Plan, UCI’s Job Description Library.
  o On-line instructions and help text built-in
• Improved communication
  o Ability to track requests from submittal to approval
  o Automatic e-mail notification of progress
  o Automatic notification letter generation
  o Automatic union notification process
• Improved reporting
  o Centralized data collection
  o Analysis report to track process bottlenecks

TECHNICAL SOLUTION (See Appendix D: FastClass Main Components and Appendix E: FastClass System Architecture)

On the backend, FastClass runs on Apache webserver and Tomcat Java Application Server environment and uses a relational database for persistent storage of data. A Sybase ASE server running on Sun Solaris 2.8 hosts the FastClass application. Web pages are generated using HTML, JSP, and JavaScript. JDBC is the database connectivity tool for Java. Java was selected in large part for its platform portability and vendor independence, which also makes it more feasible to implement FastClass at other sites. Although Sybase is the current database on the backend, the implementation could migrate to other relational databases with very few configuration changes because stored procedures and other vendor-specific calls are not used.

FastClass is J2EE compliant, built on top of the Expresso open source application development framework and follows the Model-View-Controller architecture with the Graphical User Interface separated from the Business Rules. FastClass utilizes the Expresso Framework for security and standardized application development. It also incorporates the DRALA Workflow Engine to orchestrate the workflow that defines the reclassification business process. Automating processes using workflow results in improved efficiency and increased throughput. Furthermore, the consistency that is enforced by a workflow engine results in more predictable system behavior. FastClass also relies on OpenLDAP and uPortal to surface the workflow tasks to campus Portal users.
ADVANTAGES OF NEW SYSTEM OVER OLD (See Appendix A and B)

The solution to dissatisfaction with the reclassification process was FastClass, an on-line reclassification submittal process. FastClass simplifies the process, reduces review times, provides more tools and resources, and enhances communication between supervisors, employees, and reviewers. With the development of the web-based submission process, reclassification of jobs was streamlined and standardized.

Specific process improvement measures include:

- **Cycle time** - reduced from 60 days to 25 days and continuously improving. Some departments can complete the process in 3 days.
- **Medium** - went from very paper intensive, often getting lost in the interoffice mail and stuck on someone’s desk, to web-based with electronic tracking and automatic e-mail notifications.
- **Number of steps** - involved in the reclass process dropped from six to four.
- **The number of approvals** - required before even submitting reclassification request dropped to one from as high as three.

Of particular significance was the improvement in information sharing. What once was a cumbersome notification system was greatly simplified. Automatic notification, when appropriate, is made to the budget office and, if necessary, to the employee’s union. In addition, appropriate letters are generated to the payroll processor and the employee. Supervisors, employees, and departments are automatically notified at each step of the reclassification process via the e-mail system including submittal, approval, or denial.

CUSTOMER SATISFACTION

Positive feedback was received shortly after the release of FastClass in January 2003 from all users: employees, supervisors, and reviewers. Employees were especially gratified that FastClass empowered them to initiate and track their reclassification requests.

The following are examples of the unsolicited feedback received from our campus clients.

“...a simple, efficient, …friendly process…”

“I love it! I love it! I love it!”

“What a simple, efficient, less hassle, computer friendly process Fast Class is!”

“I am very excited about it! Good job!”

Additionally, FastClass has received interest from other colleges and universities both with the University of California system and nationwide. FastClass will also be presented at the CUPA Regional Conference this October in Salt Lake City.
CONCLUSION

Faced with an inefficient and unpopular manual reclassification process, UC Irvine’s Human Resources department partnered with Administrative Computing Services and the campus community to develop FastClass. Web-based and completely paperless, this new enterprise application drives a reclassification process that is both simpler and faster. In production now for the one and a-half years, FastClass has proven to be an innovative IT solution that successfully meets a critical campus business need.

PROJECT TEAM MEMBERS

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Doreen Martin, College of Medicine
Rita Pitt, College of Medicine

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RELEVANT LINKS

- FastClass Application: http://apps.adcom.uci.edu/expresso/apps/components/fastclass/login.jsp
- Reclassification Overview: http://snap.uci.edu/viewXmlFile.jsp?resourceID=287
- How To Complete Reclass Request: http://snap.uci.edu/viewXmlFile.jsp?resourceID=286
- Sample E-Mails: http://apps.adcom.uci.edu/expresso/apps/components/fastclass/webdoc/Sample_Dept_GK_EMail1.doc
- Instructions for Coordinating Point Instructions: http://apps.adcom.uci.edu/expresso/apps/components/fastclass/webdoc/CP_Gatekeepers_Instructions.htm
# UNIVERSITY OF CALIFORNIA, IRVINE
## FASTCLASS
### Process Improvement Measurements

<table>
<thead>
<tr>
<th></th>
<th>BEFORE REDISEIGN</th>
<th>AFTER REDISEIGN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cycle Time</strong></td>
<td>60 days</td>
<td>25 days</td>
</tr>
<tr>
<td><strong>Medium</strong></td>
<td>Paper Forms</td>
<td>Web-based</td>
</tr>
<tr>
<td><strong>Customer Satisfaction</strong></td>
<td>Poor</td>
<td>Exceptional</td>
</tr>
<tr>
<td><strong>Number of Steps</strong></td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td><strong>Number of Hand-Offs</strong></td>
<td>5</td>
<td>2-3</td>
</tr>
<tr>
<td><strong>Number of Approvals</strong></td>
<td>2-3</td>
<td>1-2</td>
</tr>
</tbody>
</table>
# APPENDIX B

**UNIVERSITY OF CALIFORNIA, IRVINE**  
**FASTCLASS**  
**Process Improvement Functionality**

<table>
<thead>
<tr>
<th></th>
<th><strong>BEFORE REDESIGN</strong></th>
<th><strong>AFTER REDESIGN</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Approach to data collection</td>
<td>Complete a multiple use form containing no instructions</td>
<td>Question and answer format or fill in the blank</td>
</tr>
<tr>
<td>Business rules</td>
<td>Personal knowledge</td>
<td>Embedded into the system</td>
</tr>
<tr>
<td>Data integrity edits</td>
<td>Few</td>
<td>Many</td>
</tr>
<tr>
<td>Mathematical computations</td>
<td>Manual</td>
<td>Automatic</td>
</tr>
<tr>
<td>Status tracking</td>
<td>Manual or None</td>
<td>Web</td>
</tr>
<tr>
<td>User information</td>
<td>Policies &amp; procedures on paper or at multiple web-site locations</td>
<td>Helpful hints and policies &amp; procedures embedded into input screens</td>
</tr>
<tr>
<td>System input capabilities</td>
<td>Manual – Supervisor complete paper form</td>
<td>Supervisor, employee or authorized representative</td>
</tr>
<tr>
<td>Ad hoc reporting</td>
<td>None</td>
<td>Extensive</td>
</tr>
<tr>
<td>Medium</td>
<td>Paper forms</td>
<td>Web-based system</td>
</tr>
<tr>
<td>Training</td>
<td>Necessary</td>
<td>Not necessary, the system can “walk” a new user through the transaction</td>
</tr>
<tr>
<td>Budget Office notification</td>
<td>Rare and usually not until year end and done manually</td>
<td>Electronic upon approval of request.</td>
</tr>
<tr>
<td>Union notification</td>
<td>Initiated manually and completed manually</td>
<td>Notification occurs electronically with a time stamp to ensure compliance with bargaining unit contracts.</td>
</tr>
<tr>
<td>Paper usage</td>
<td>Departments made copies of transactions</td>
<td>Additional copies not needed because information is stored in database.</td>
</tr>
</tbody>
</table>
APPENDIX C

UNIVERSITY OF CALIFORNIA, IRVINE
FASTCLASS
On-Line Process Flow

FASTCLASS APPLICATION PROCESS FLOW
University of California, Irvine
Administrative Computing Services

- Supervisor / Employee Submit a Reclass
  - Department Review
    - Is Coordinating Point Review Required? (YES)
      - Coordinating Point Review
      - Coordinating Point Forwarded? (YES)
        - HR Review
        - Union Notification
      - Coordinating Point Forwarded? (NO)
    - NO
  - NO

- Employee Notified
  - Supervisor Notified
    - Budget Office Notified
    - Department Notified
    - Reclass Result
APPENDIX D

UNIVERSITY OF CALIFORNIA, IRVINE

FASTCLASS

Main Components

- EXPRESSO FRAMEWORK
- WORKFLOW CHANNEL OF UC IRVINE'S BUSINESS PORTAL (SNAP)
- FASTCLASS
- DRALA WORKFLOW ENGINE
- RDBMS

worklists, workflow status, workflow/task attributes
The link to FastClass can be found many ways. Currently, the link is found on the Human Resources main web page.
Security is an important aspect in FastClass. Access is granted to UCI employees with an identification number and password. This feature also allows FastClass to know what level of access to make available to the user.
To initiate a new reclassification request, the user must select “New Request”. The number of tabs made available will vary depending on the user’s access level. The majority of users will only have access to everything to the right of “New Request”. Supervisor and/or employees are the typical users entering a new request.
Before the user begins the process of entering a request for reclassification, we require that they review and indicate an understanding of the criteria involved in a reclassification.

Staff jobs at UCI are classified based on the duties and responsibilities assigned and exercised. The following criteria are required in order for a position to be considered for reclassification:

- The position has undergone significant changes in level of responsibility since last reviewed.
- The position has changed in the nature, variety, and difficulty of work.
- The position has changed in the supervision received.
- The position has changed in the supervision exercised.
- More than 50% of a position’s responsibilities are at the higher level.
- The employee in the position has been performing at the higher level for "one business cycle" (6 - 12 months).
- The position (not the person) is being reclassified for bona fide business reasons.

Reclassification is not appropriate when the issue is:

- Longevity
- Workload
- Performance
- Salary increase

When preparing your reclassification request, you should consider these questions:

- What major changes in duties and responsibilities have occurred?
- What skills and knowledge are required to perform assigned duties?
- What is the relationship of this position to others in the unit?
- What primary areas of responsibility are assigned to the position now?
- How does position compare to similar positions elsewhere?
- What is the consequence of error?
- Is this a supervisory position?
- With what degree of independence does this position operate?
- What guidelines are used in the performance of duties?
- What level of innovation is required?

I understand the above criteria.
User enters name and hits CONTINUE button. The system then pulls up the information needed in the grayed boxes. This also works for the supervisor’s information below.
This is the questionnaire section designed to elicit information about changes in the position, since it was last reviewed, that would justify a change in classification. It goes on for the next four pages.
Reorganization (describe)

Transfer or redelegation of duties/responsibilities from another position(s) (summarize)

New functions not previously performed in the unit (describe)

- Significant changes in the job are reflected in one or more of the following areas:
  (Select all that apply. At least one must be completed.)

  - Supervisory responsibility (describe)

  - Knowledge and skills required to perform the job (describe)

  - Scope of assignments/responsibilities (summarize)
Scope of assignments/responsibilities (summarize)

Complexity of problems or assignments (describe)

Certificates, Licenses, Registrations
List the licenses, certificates, or registrations that are required to perform the essential duties of this position

*Please explain why you suggested "ADMIN. SPECIALIST"

If you are aware of positions on campus that appear to be similar, please list incumbent’s name and unit

General comments
Certificates, Licenses, Registrations
List the licenses, certificates, or registrations that are required to perform the essential duties of this position.

Please explain why you suggested 'ADMIN. SPECIALIST'

If you are aware of positions on campus that appear to be similar, please list incumbent's name and unit.

General comments

This is where the user types or pastes in the old job description.
<table>
<thead>
<tr>
<th>Essential Function</th>
<th>Description</th>
<th>Percent of Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Second</td>
<td></td>
<td>0%</td>
</tr>
<tr>
<td>Third</td>
<td></td>
<td>0%</td>
</tr>
<tr>
<td>Fourth</td>
<td></td>
<td>0%</td>
</tr>
</tbody>
</table>
### Percent of Time

**Supervisory Function**

Name and Payroll Titles of Employees Supervised

### Skills

Skills, Knowledge and Abilities

### Physical Requirements

<table>
<thead>
<tr>
<th>Task</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bend</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Squat</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crawl</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Climb</td>
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<td></td>
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<tr>
<td>Kneel</td>
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<td></td>
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</tr>
<tr>
<td>Handle Objects</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Push/Pull</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reach Above Shoulder Level</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Sit</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stand</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walk</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Physical Requirements

<table>
<thead>
<tr>
<th>Activity</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use Fine Finger Movements</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carry/Lift Loads up to 25 Pounds</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carry/Lift loads between 25-50 lbs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carry/Lift Loads over 50 Pounds</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Mental Requirements

<table>
<thead>
<tr>
<th>Activity</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read/Comprehend</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Write</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Perform Calculations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communicate Orally</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reason and Analyze</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Environmental Working Conditions

<table>
<thead>
<tr>
<th>Condition</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chemical/Biological Agent</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Construction Activities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact with Water/Liquids</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drive Motorized Equipment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Confined Spaces</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elevated Work Location</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Radioactive Materials</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Temperature Variations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gas System</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Other Working Conditions

- [ ]
This is where the user types or pastes in the new job description.
At the end, the user clicks the review button and gets the following, including error messages that indicate where required information is missing.
Hello, Nancy

Thursday, August 28, 2003

Please Review FastClass Request 00062
Total 7 errors. Click on error message to return to form.

Incumbent & Supervisor Info

Incumbent Name: REESE, BEVERLY A
Incumbent Home Department: PHYSICAL SCIENCES
Incumbent Personnel Program: PSS-Professional and Support Staff
Incumbent CB Unit: CLERICAL AND ALLIED SERVICES
Incumbent Primary Title: ASSISTANT III
Incumbent Working Title: CURRENT WORKING TITLE
Incumbent Phone: (949)824-2985
Incumbent Proposed Title Code: 7545
Incumbent Proposed Title Name: ADMIN. SPECIALIST
Incumbent Proposed Working Title: WEB MASTER
Incumbent Proposed CB Unit: NO BARGAINING UNIT
Supervisor Name: SMITH, DERISE C
Supervisor Home Department: HUMAN RESOURCES
Supervisor Primary Title: PRINCIPAL PERSONNEL ANALYST II
Supervisor Phone: (949)824-8290

Classification Review Questionnaire

Would approval or denial of this request create any inequity within the unit? NO

https://thea.adcm.uc.edu/express/fastclass/Forms.do?state=promptPrevious
Selecting any of the red text will take the user back to the appropriate form to make the necessary corrections.
<table>
<thead>
<tr>
<th><strong>Job Summary</strong></th>
<th><strong>Required Field</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name and Payroll Titles of Employees Supervised</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Skills, Knowledge and Abilities</strong></td>
<td><strong>Required Field</strong></td>
</tr>
<tr>
<td><strong>Job Description</strong></td>
<td><strong>All Percent of Time Must Add Up to 100%</strong></td>
</tr>
<tr>
<td><strong>Other Working Conditions</strong></td>
<td></td>
</tr>
</tbody>
</table>
| **Physical Requirements, Mental Requirements and Environmental Working Conditions** | Bend: Not Applicable  
Squat: Not Applicable  
Crawl: Not Applicable  
Climb: Occasionally  
Kneel: Not Applicable  
Handle Objects: Occasionally  
Push/Pull: Occasionally  
Reach Above Shoulder Level: Occasionally  
Sit: Frequently  
Stand: Frequently  
Walk: Frequently  
Use Fine Finger Movements: Frequently  
Carry/Lift Loads up to 25 Pounds: Not Applicable  
Carry/Lift Loads between 25-50 lbs: Not Applicable  
Carry/Lift Loads over 50 Pounds: Not Applicable  
Read/Comprehend: Constantly  
Write: Constantly  
Perform Calculations: Frequently  
Communicate Orally: Constantly  
Reason and Analyze: Constantly  
Chemical/Biological Agent: Not Applicable  
Construction Activities: Occasionally  
Contact with Water/Liquids: Not Applicable  
Drive Motorized Equipment: Not Applicable  
Confined Spaces: Not Applicable  
Elevated Work Locations: Not Applicable  
Radioactive Materials: Not Applicable  
Temperature Variations: Not Applicable  
Gas System: Not Applicable |
<table>
<thead>
<tr>
<th><strong>New Job Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of Supervision Received</strong></td>
</tr>
<tr>
<td><strong>Job Summary</strong></td>
</tr>
<tr>
<td><strong>Name and Payroll Titles of Employees Supervised</strong></td>
</tr>
<tr>
<td><strong>Skills, Knowledge and Abilities</strong></td>
</tr>
<tr>
<td><strong>Job Description</strong></td>
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<td></td>
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<tr>
<td><strong>Other Working Conditions</strong></td>
</tr>
<tr>
<td><strong>Physical Requirements, Mental Requirements And Environmental Working Conditions</strong></td>
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</table>
At the end there is a SUBMIT button, that, when clicked, forwards the reclass request to the department gatekeeper, who reviews the request for general suitability before forwarding it to the next checkpoint.
Once a request has been submitted, everyone involved with the request, including the employee, can track the request’s progress through the system.
The yellow questionmarks are help pop-ups. In this form, the pop-ups explain to the user the process at each task level and identify by name and e-mail address the individual within their department who is responsible for each specific task.

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Start Date</th>
<th>End Date</th>
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<tbody>
<tr>
<td>Submit Request</td>
<td>03/19/2003 4:07 PM</td>
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<tr>
<td>Department Review</td>
<td>03/19/2003 4:07 PM</td>
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<td>Coordinating Point Review</td>
<td>03/19/2003 4:07 PM</td>
<td>03/19/2003 4:07 PM</td>
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<tr>
<td>HR Review</td>
<td>03/19/2003 4:07 PM</td>
<td>03/25/2003 2:03 PM</td>
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<tr>
<td>HR Notify Department The Decision</td>
<td>03/25/2003 2:03 PM</td>
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