**Human Resource Queries**

*A Best Practice / Case Study*

► **Process Improved:**
Human Resource Queries are now available in the new Hyperion Query Library. These queries were developed to provide professional human resource users with better information so they can make more informed decisions. One query will allow users to print lists of employees, by UDDS, showing their years in appointment, years in service, base rates, annualized rates, and other key appointment characteristics. Another query will be useful to equitably set salaries upon promotion or when offering a new position. Still other queries will identify academic staff who should be reviewed for possible promotion or employees who are on probation and are scheduled to be reviewed. Additional queries will be developed as the need is identified. The Hyperion Query Library uses the new online authorization process which eliminates the need for users of non-sensitive HR data to get authorized to InfoAccess data tables or load specific software to their desktops.

► **Unit:** Office of Human Resources

► **Problem/Opportunity Statement:**
Although much HR data exists in the InfoAccess data warehouse, many users don’t know how to write queries to retrieve this data.

► **Customers of the Process and Their Needs:**
Customers include divisional and departmental human resource professionals who need access to human resource data in order to review its accuracy and to make more informed decisions.

► **Changes Made:**
A team of HR professional users was formed to define their business need for data and a professional query writer from DoIT wrote the queries.

► **Results:**
Multiple HR queries, written with a standard user interface, are available in the query library. The query authorization process is virtually paperless and users can be authorized in as little as one to two days. All queries can be run without any client software or plug-ins needed.
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► **Lessons Learned:**
  - Query development works best with a committed user team
  - Don't overload a particular query with too many reports - it slows down response time
  - More query training is needed to familiarize HR users with this product
  - “If you build it, they will come.”

► **Next Steps:**
  We will continue to add queries to the HR Query library as users identify additional data needs.

► **Contacts:**

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