

CHERWELL CATEGORY DESCRIPTIONS

Catalog	Category	Description
HR Operations	HR Operations Question	Submit ticket if your questions relate to any HR related process such as HRIS data entry.
	HR Operations Report Request	Request a new, or change to existing reports within HRIS or Data Warehouse.
	Personnel Action Correction	Changes to any employee personnel action (Form XP52) needing a correction. Example; Rate of pay, Effective date, position etc....
	Personnel Action Submittal	Any organizational change that results in an action that requires HRIS updating.
	Interagency Transfer	Moving employees record from one agency to another, attach the Inter-Agency Transfer Request form and submit ticket.
	Leave Accruals	Issues or question on Leave plans example; annual, sick, comp, etc.... submit ticket.
	MAP	General MAP inquiries
	Performance Management Question	Questions about MAP routing, competency questions
	Performance Management Report Request	Request a new, or change to existing reports within HRIS or Data Warehouse. Example;
	Public Record Request	This is for Dept. of Administration only.
Recruitment	Recruitment Question	General recruitment inquiries
	Recruitment Report Request	Request a new, or change to existing reports within HRIS or Data Warehouse.
	Talent Acquisition	Assistance in opening a requisition, posting jobs, rules and requirements.
	AZStatejobs.gov	For questions regarding Requisition status updates.
	Workforce Planning Guide	Submitting a WFPG for processing for an ADOA position.
Classification & Compensation	Class/Comp Question	General Class/Comp inquiries
	Class/Comp Report Request	Request a new, or change to existing reports within HRIS or Data Warehouse.

CHERWELL CATEGORY DESCRIPTIONS

	Classification Action Correction	Submitting a request to make a correction to a previous request on (Form XP02), Example: Position, Effective Date, etc.
	Classification Action PD Update Only	Submitting a request to update a PD.
	Classification Action Establish	Submitting a request to establish a new position.
	Classification Action Reallocation	Submitting a request to reallocate a position.
	Classification Action Salary Change	Submitting a request to change a salary, manifest error, equity adjustment, etc. Include Agency Salary Change/ADOA Notification Form.
	Classification Action Position Maintenance	Submitting a request to make a change on XP02 (formerly "cc express" request).
TraCorp Management System	Delete Student Record	Use this form to request the deletion of training record
	Merge Account	Use this form to merge multiple accounts for a single user. Only student and instructor accounts may be merged.
	Content Issue	Use this form to notify the ADOA team of system error messages.
	User Group Update Request	Use this form to request one of the following - add, change, delete a user group.
	Limited Access Request	Use this form to request limited User Group Admin access for a user.
	User Type Profile Update	Use this form to update the user type for a student or instructor.
	Record Entry Form	Use this form to request an update to an existing record.
	TraCorp Error	Use this form to notify the ADOA team of system error messages.
	Other	Use this form to submit a request that is not listed on the catalog page.