The UCI UCPath team partners with UCPath system users to provide information, training, advocacy, maintenance, and improvements for UCI working with the UCPath Center in Riverside, CA and our sister UC locations. Thank you for supporting our local UCI team as we continue to help improve the UCPath system; we achieved many accomplishments this year by aligning together to address concerns. The UCI UCPath team is committed to continuing this challenging support mission for UCPath by listening and learning to advocate for our user community. Here are highlights which briefly outline the many different kinds of support work our team provides:

**UCPath Support – Tickets Resolved in 2022**
- EEC & Transactor Virtual Drop-in Center: 850
- UCPath CASE PILOT: 40

**Transactor Support, Training & Communication**
- Transactors on New TEAMs Channel for UCPath Updates: 255
- Average Monthly Visits to the Transactor Web Page: 827
- Recipients of Our Monthly Transactor Digest (Per Edition): 755+
- Our bi-weekly Training Tips virtual sessions average 100+ attendees.
- Our team created 5 new micro-learning videos as training pre-requisites.

**Security**
- Security Roles Approved: 800
- User Access Requests: 340

**Tracking Hire Approval Transactions**
- The Service Level Agreement (SLA) for UCPath hire transaction is 1 – 3 days. Our team monitors and follows up on any transactions exceeding this SLA.

**UCPath System Testing**
- Our team provides functional and technical testing for projects, such as Salary Cost Transfer, Common Chart of Accounts Order, Improved Time Collection, Improved Navigation, Final Pay Phase 1, and Paid Family Care & Bonding.

**General Ledger Support**
- Our General Ledger team provides support for transactors in many ways, including:
  - Resolving maintenance and configuration issues for financial aspects of UCPath, financial transactions, interfaces with KFS, and Contracts & Grants.
  - Helping with fiscal year-end activities.
  - Inviting all department financial teams to participate in a UCPath GL Data Flow session, which 4 teams completed in 2022.
  - Addressing more than 1,000 processor questions in 2022.

**College of Health Sciences & Tier-n Support**
- Our team works with owners of 100 UCI systems (Tier-n) that interface or receive information from UCPath to test and confirm UCPath changes. CHS supports the HS Pay, staff, and students.

**Campus Technical Support**
- Executed more than 636 reports: 636+
- Helped resolve more than 400 IT tickets: 400+
- Processed more than 150 requests for archived PPS data unavailable in UCPath: 150+
- Created 20 new Cognos reports and Tableau dashboards, plus 60 enhancements: 20/60

Our team participated in DFA’s Lean Six Sigma training. 2022 projects included:
- Reduced the payroll issues for EEC tickets assigned to our team through better support and training, resulting in a 35% reduction in tickets over 4 months (March-June).
- Developed a quarterly analysis report that helps our team align training tools, resources, and communication for transactors.
- Collaborated with the KFS Help Desk and Employee Experience Center (EEC) to more efficiently route user requests to increase service levels; we also created knowledge articles to correct categorizations of GL tickets.

The UCI UCPath team supports many different UC communities and organizations.