

UCI UCPath

2024 YEAR IN REVIEW



UCPath, headquartered in Riverside, CA, is the University of California's systemwide payroll and Human Capital Management (HCM) application that handles pay and benefits. At UC Irvine, the local UCPath team supports and enhances the UCPath system and its related applications. Part of the Accounting & Fiscal Services organization, our team serves both the UC Irvine campus and UCI Health. We also collaborate closely with the UCPath Center and other UC locations using UCPath to ensure seamless operations.

UCI UCPath Transactor Support

- Delivered timely communications and support to transactors via TEAMS channels for quick assistance, bi-weekly Tuesday Training Tips virtual sessions, a monthly Transactor Digest e-newsletter with expanded content and helpful links, targeted emails, and a custom transactor website offering resources like job aids and ongoing deadlines.
- Conducted training sessions to support transactors, including four Funding and Cost Transfer Refresher sessions for new transactors, two sessions for Summer Salary Refresher training, and specialized training for participants piloting Manage Job and Direct Entry.
- Collaborated with Points of Contact (POC) to streamline support for transactors at UC Irvine.
- Developed and delivered new training for the "Manage Job" process, including approvals, to expand access for additional transactors.
- Resolved 429 EEC support tickets, providing essential support for UCPath transactors.
- Responded to 260 direct messages in TEAMS support channels, offering quick answers to questions from transactors and POCs.
- Generated reports for Chief Personnel Officers (CPOs) to address missing Social Security Number (SSN) and Date of Birth (DOB) information.



UCPath Security Provisioning

- Processed security provisioning requests within two days of receiving required documentation and approvals.
- Responded to 42 EEC tickets.
- Achieved positive results in the annual Separation of Duties (SOD) audit, with few items requiring monitoring - showing continuous improvement over previous audits.
- Planning to review and enhance the Docusign process for UCPath security requests in 2025.

UCPath Technical Support

- Resolved IT tickets and supported system integrations.
- Maintained UCI UCPath reporting, serving 1,270 users with new enhancements and reports; resolved 60 EEC tickets.
- Enabled new integrations with iCIMS ATS and JDx.
- Provided technical support for Tenet acquisition onboarding.

General Ledger Support

- Facilitated the successful integration of General Ledger (GL) infrastructure and setup for the Tenet Hospital acquisition, ensuring seamless employee onboarding and operational readiness.
- Designed and implemented a robust composite benefit rates (CBR) audit query for UCI Health and the campus, enhancing data accuracy and compliance monitoring.
- Played a pivotal role in fiscal year-end activities, ensuring accurate and timely financial reporting.
- Provided expert guidance on 186 GL-related tickets and inquiries for campus and UCI Health, supporting transactors and improving understanding of processes.
- Streamlined financial operations by managing multiple KFS funding uploads and resolving Salesforce cases, effectively addressing data exceptions and ensuring accuracy.
- Implemented innovative process improvements for KFS postings, optimizing workflows and reducing errors.
- Conducted comprehensive training sessions for three Medical Center employees, enabling proficiency in the funding upload process and knowledge transfer sustainability.

TIER-n Support



- Worked with owners of 100 UCI systems (Tier-n) that interface or receive information from UCPath to test and confirm UCPath changes.
- Enhanced Tier-n-APIs to address new requirements and stakeholder needs.
- Provided support to 30+ users of Tier-n data for their downstream systems to UCPath.

UCPath Roadmap Projects

UCPath Roadmap Projects introduce planned changes and improvements to UCPath through three major annual release cycles: March, July, and December. Our team works closely with the UCPath Center (UCPC), UC partner locations, and the UC Irvine campus and UCI Health organizations to implement these updates. We also support monthly updates that address change requests, off-cycle adjustments, and defect fixes, including advocating for UC Irvine's needs, testing new features, and providing training, communication, and post-deployment support to ensure a smooth transition.

In 2024, we contributed to the successful deployment of 17 projects that delivered significant improvements, including:

- **Employee Impact:** Automated disability reinstatements, improved access for former employees, pronoun options, and expanded leave benefits.
- **HR Efficiency:** Streamlined hiring processes, automated interfaces for recruiting tools, and simplified workflows in "Ask UCPath."
- **Financial Efficiency:** Enhanced Salary Cost Transfer (SCT) processes, and improved General Ledger systemwide and local assessments (CBR, GAEL, VLA).