

Future State Process Design

A Contextual Overview



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Introduction

I Purpose

This document is intended to provide a high-level understanding of the functional areas of UCPATH and how the Future State Process Designs (FSPD) relate to the overall functionality of UCPATH.

To accomplish this goal the document presents the information in two sections:

1. An overview of the Modules (functional areas of UCPATH): This section of the document introduces the overall functionality of UCPATH, introduces key concepts and terms, and a summary of associated FSPDs.
2. The UCPATH Center Scope of Services: Provides a high-level view of overall roles and responsibilities that include the Systemwide Center of Expertise, the UCPATH Center, and Local roles at the campus and Medical Center, and grouped by functional area or Modules. This provides the context for all the FSPDs with regard to how the work is distributed between the campus and the UCPATH Center.

Note: This document is a living document, and is being initiated by the UCI UCPATH project team in advance of completing all local FSPD process documentation. Changes to this document are expected as the team progresses through the development of FSPDs for UCI, and more information is understood that will improve the communication and intent of this document.

II Target Audience

- UCI UCPATH Workgroup reviewing draft FSPDs
- UCI UCPATH Steering Committee
- UCI campus staff needing to understand how UCPATH will impact their functional area of operations

Modules Introduction

UCPath comes with the following main modules that broadly deliver the system functionality to the campus:

- AM - Absence Management
- BN – Benefits Administration
- PY – Payroll
- WFA – Work Force Administration

The Context for the above modules is provided in greater detail in this document.

In addition to the main modules, the following specialized modules provide a more targeted functionality for UCPath:

- Comp – Compensation
- GL – General Ledger
- CF – Configuration
- AP – Academic Pay

There are only three Compensation, and three Configuration FSPDs in UCPath. These specialized modules will not have context documentation prepared at this time.

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The General Ledger FSPDs and related context documentation will be developed later in the project cycle.

Many of the modules have a mixture of functionality with FSPDs that are expected to be utilized across the campus, and others that are expected to be used primarily by central offices; HR, Academic Personnel, and Payroll. An introduction, key concepts and terms, and a summary of FSPDs for each module, and context about where each FSPD is utilized are provided in individual module sections below.

Absence Management Module

I Overview

Absence Management is a module in PeopleSoft which enables process automation for planning and compensating paid time off for employees. It provides various Self-Service pages for both employees and managers to submit and approve the absence requests respectively. Administrators can also submit the requests on behalf of employees and administer them through dedicated pages. The University of California will use the functionality within PeopleSoft Absence Management (AM) module as a system of record to store Takes, Comp time earned, and to calculate leave accruals for employees.

II Key Concepts

Leave Administration

A leave of absence is any event for which an employee does not work during scheduled hours. Eligibility and leave entitlements vary under the Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), and other legislated leave provisions. Leaves of Absence can be paid or unpaid depending upon the employee's eligibility.

Managing Takes and Entitlements

Takes and Entitlements refer to the process that updates leave balances based on takes and adjustments and also includes the calculation of all leave accruals and employment service months. Currently, TRS does not manage takes and entitlements. (TRS does track Comp time takes and entitlements, but UCPath is the system of record.) The location is responsible for processing adjustment. Employees will have access to the UCPath Employee Self Service (ESS) to view their accrual balances, but all questions should be directed to the UCPC.

Workers Compensation

Workers' Compensation Temporary Disability (TD) coordination rests with the locations. Locations will work with Sedgwick and local Payroll units to recoup overpayment, coordinate TD payments and restore sick/vacation balances as appropriate. The UCPC is responsible for processing requests, such as job data changes.

III Key Terms

There are many types of elements in Absence Management; each has a unique purpose.

- Absence Event - The period of time that a payee is absent for the same reason. For example, if a payee is out sick Monday through Wednesday, the three-day absence is referred to as an absence event.
- Absence Take - The element that represents the reason for the absence event.
- Adjustment - An increase or decrease that is made to the entitlement balance.
- Entitlement - The amount of paid time-off that a payee is entitled to take for each category of absence or each absence event, depending on your method of accrual. For example, payees in your organization may be entitled to receive 20 vacation days per year.

- Entitlement Balance - The amount of unused entitlement.
- Payee - Payees are the people in your organization that you want to pay. From an Absence Management perspective, payees are employees whose absence events are managed by the system.
- Units - The period of time in which entitlement, take, adjustments, balances, and other absence-related time periods are measured. Typically, units represent either hours or days. You choose the unit of measurement to use.

IV Absence Management FSPDs

The following FSPDs are related to Leave Administration:

Change in Status:

- AM.03: Leave Administration - Leave with Pay,
- AM.04: Leave Administration - Leave without Pay,
- AM.05: Leave Administration Sabbatical (paid and unpaid)

Maintenance:

- AM.01: Absence Reconciliation with Local TA Systems,
- AM.06: Manage Accruals,

Central HR Processing:

- AM.08: Workers' Compensation Administration
- AM.50 Administering Catastrophic Leave
- BN.01 - Benefits Billing - Statement Creation and Payment Processing

Benefits Module

I Overview

The PeopleSoft Base Benefits module handles basic benefits functionality and provides the ability to manage all types of benefits including health, life, disability, COBRA, Family Medical Leave Act (FMLA), and utilize Benefits Billing to process billing for workers and dependents who are charged directly for benefit plan elections instead of paying through payroll deductions during the current pay period. Benefits Administration plays a more expansive role and defines eligibility rules based on factors such as age, status, employee type, job or group of jobs, duration of service, company and pay. It also defines event rule parameters that control how and when an event is processed and establishes validation across plan types. Both Base Benefits and Benefits Administration draw information from other business processes within the PeopleSoft Human Capital Management (HCM). The benefit products and business processes provide easy access to current human resources and payroll information, such as personal information, family status changes, multiple job details, and the most recent benefit deduction information.

II Key Concepts

PeopleSoft eBenefits self-service reduces costs by automating many of the administrative tasks related to benefits administration. One of the components of employee self-service is the Life Events feature. Life Events is an employee-driven process which allows for the completion of tasks in a Benefits business process relating to a life event change such as marriage, divorce or a new baby.

Event templates are designed to support end to end HR/Benefits business processes and ensure uniform compliance with business policy and rules when changes in an employee's work or personal life result in changes in their benefits. This process empowers the employee to make the necessary changes without the direct involvement of the Benefits Administrator.

Some key features of this new process are:

- The employee is given a list of action items (steps they need to take) to complete their life event. Steps may be configured by order, required versus optional, a dependent relationship between steps, and/or if the steps should be grouped in a parent/child folder relationship.
- Employees can navigate through the life event with ease. Employees have the option to select a specific menu item to navigate through the process.
- A visual guide to track the employee process is displayed to ensure the employee understands what they have changed and what steps are left to complete the process.
- An automated life event document upload and approval mechanism provides an easy way to validate an employee's life event status changes.
- Once the employee has completed all changes, they are provided with a preliminary benefits enrollment summary which they can view and/or print.
- New triggers integrated from self-service enable the automated enrollment process to better support the immediate evaluation and assessment of benefits options available to the employee as a result of work or personal life changes.

III Key Terms

- Benefit Program - A collection of benefit plans offered to a group of employees.
- Benefit Plan - Any benefit category, such as health, life, or savings. A benefit plan option is a specific benefit option within a plan type.
- Event Maintenance - The process to enroll new employees and to track and react to employee benefit changes during the plan year, such as those resulting from a marriage or termination of employment.
- Open Enrollment - The process to enroll or reenroll participants in appropriate benefit programs and plans during the annual enrollment window.

IV Benefit FSPDs

These FSPD's relate to the billing and payment of benefit related expenses:

- BN.01 Benefits Billing - Statement Creation and Payment Processing
- BN.22 Process Postdoc Benefits
- BN.32 Vendor Payments

These processes may occur after an employee has been terminated:

- BN.02 COBRA Notifications Process
- BN.03 Death Benefits Administration

The FSPD's listed below all involve the loss of healthcare benefits:

- BN.05 Employee Opt-Out and Dependent De-enrollment from Medical (TIP) Map
- BN.11 Involuntary Loss of Benefits Eligibility
- BN.12 Involuntary Loss of Coverage

The FSPD's listed below are initiated by Central HR:

- BN.06 Benefits Billing - Enrolling in Direct Billing for Benefits
- BN.24 Qualifying for Waiver of Premium
- BN.26 Retroactive Benefits Changes
- BN.28 Submitting Claims
- BN.29 Transfer of Benefits
- BN.34 Processing the Senior Management Supplemental Benefit Plan

These FSPD's relate to benefits eligibility and maintenance:

- BN.04 Employee Coverage Verification
- BN.07 Event Maintenance
- BN.08 Event Maintenance Processing
- BN.09 Family Member Eligibility Verification
- BN.19 Open Enrollment Event Processing
- BN.20 Override Derived Benefits Eligibility and ABBR

The processes listed below are all related to retirement contributions:

- BN.10 Increasing Retirement Contribution Limits for Age 50 and Over Workbook
- BN.16 Notification of UCRP Buyback Eligibility
- BN.27 Special Catch-Up Limit Workbook
- BN.30 UCRP 100 Percent Income Limit
- BN.31 UCRP Service Credit Verification

Deductions

- BN.23 QMCSO Processing

Benefits Changes

- BN.14 Life and Disability Enrollments
- BN.15 Life Events
- BN.17 Open Enrollment
- BN.18 Newly Eligible
- BN.21 Process Benefits for Rehires
- BN.25 Reinstate Benefits

Workforce Administration Module

I Overview

Workforce Administration (WFA) is a UCPATH module where employees are hired and rehired, job data changes and personal data changes are applied to an employee's record. Within this module non-employee data is managed, base compensation is increased/decreased, administration of positions is supported, and employee certification and licensure are maintained (voluntary). Also, organizational data, including direct reports, are updated, managers and employees process changes via self-service, and compliance reports are generated.

II Key Concepts

Creation of positions

Position Management, which is core to WFA transactions in UCPATH, defines and standardizes information for approved positions with or without an incumbent. Position attributes include: home department, job code, standard hours, FTE, union affiliation, maximum headcount, "Reports to Position" and "Reports To" information.

Hiring or rehiring people into positions

Processing the hire or rehire in UCPATH assumes a position already exists in the system and recruitment activities (as applicable) have already occurred. The UCPATH customized Template Based Hire (TBH) process will be used to hire or rehire an employee.

Maintaining and changing data for employees

Changes to job data are typically made via the Data Change Template (e.g. changes to % time, limited to career status, reappointments). Changes to personal data are typically made by employees directly via Employee Self Service (e.g. home address, name change, emergency contact).

Tracking and reporting information

Data in UCPATH can be used for tracking and reporting. Some standard reports will be delivered on a regular basis, and other reports will be available on an ad hoc basis. Additional information will be available to query via the local data warehouse using Cognos tools, or via online lookup.

Separations

A UCPATH Termination Template will be used to request both voluntary terminations and retirements. If an employee transfers to another location without a break in service, it is considered an interlocation transfer (WFA.14), rather than a voluntary termination.

III Key Terms

The list of Workforce Administration key terms is too extensive to list here. For that reason, the link below will take you to the complete list of UCPATH acronyms and definitions.

[UCPATH Acronyms and Definitions](#)

IV Workforce Administration FSPDs

The following FSPDs are related to Add a Person:

- WFA.01 Add/Renew Contingent Workers
- WFA.02 Concurrent Jobs
- WFA.09 New Hire
- WFA.12 Rehire
- WFA.14 Transfer (Inter)
- WFA.17 Work Authorization Re-Verification
- WFA.50 Position Management

The following FSPDs are related to maintaining positions and jobs:

- WFA.03 Data Changes
- WFA.06 Job Earnings Distribution
- WFA.07 Job End Date Monitoring
- WFA.10 Personal Data Changes
- WFA.11 Probationary Status/Trial Employment
- WFA.13 Short Work Break
- WFA.15 Transfer (Intra)

The following FSPDs are related to Terminations:

- WFA.05 Involuntary Termination
- WFA.16 Voluntary Termination

Payroll Module

I Overview

The UCPATH Payroll module is where:

- employee payroll information is created
- regularly scheduled payrolls are calculated and confirmed
- payroll information is provided to the general ledger (KFS)
- off-cycle payroll checks are processed
- payroll regulatory reporting and tax information is created
- payroll is reconciled and distributed
- all general and voluntary deductions are collected

II Key Concepts

- UCPATH Payroll Calendar – Reflects the schedule and configuration for monthly and biweekly payrolls which govern when critical inbound interfaces and extensions to UCPATH from locations (including Time and Attendance) will be applied in UCPATH.
- Employee Payroll Information – In addition to time entry, this information includes direct deposit and update tax withholding information via Employee Self Service (ESS). Imputed income, voluntary general deductions, additional compensation, and garnishment processing are entered and tracked.
- Calculate and Confirm Regularly Scheduled Payrolls – UCPATH will calculate payroll multiple times until the regular or scheduled payroll based on input from locations is determined to be correct and issues are resolved. In UCPATH terms, the payroll is finalized when it is “confirmed”, which is known as pay compute in PPS.
- Glacier – Campus will continue to manage immigration and tax compliance. An inbound interface (I-619) has been developed to update employee tax data with Non-Resident Alien (NRA) tax treaty information and update the visa permit table in UCPATH. Interface I-151 has also been developed which is an annual interface from UCPATH to provide 1042s tax information.
- Approval Workflow Engine (AWE) - As applicable payroll transactions are initiated, there will be routing and approval of those transactions through AWE before processing in UCPATH. Those transactions will need to be submitted with appropriate lead times to be reflected in the current payroll.
- Historical Data – Some historical data may need to be accessed by the UCPATH Center (UCPC) from the campus. Local contacts will be identified to provide this data, and will not be accessed directly by the UCPC.
- Issue Resolution, Auditing, and Reconciliation – Campuses will be involved in these areas as noted in the appropriate Future State Process Design (FSPD) documents.

- If an employee has not selected Direct Deposit, a paper check will be sent to the employee's preferred address. Paychecks will be printed and distributed by Wells Fargo Bank.

III Key Terms

- Deduction Codes - include pre and/or post-tax reductions from gross pay (e.g., medical premium, parking, United Way), as well as employer contributions to benefits, and are used by UCPATH to calculate net pay.
- Earning Codes – include the components of compensation and are used by UCPATH to calculate gross pay.
- Pay Calc & Confirm – describes the key payroll calculation processes resulting in the creation of paychecks.
- Pay Group – defined by location, a Pay Group contains characteristics such as FLSA, pay schedule and type of employee (Academic, Staff, Student, etc.). Employees assigned to the same Pay Group are run together when the Pay Calc & Confirm are executed for that Pay Group.

IV Payroll FSPD's

The following FSPD's are transactions that will be initiated by departments.

- PY.01 Additional Compensation
- PY.12 Payroll Adjustments
- PY.10 Off-Cycle Checks

This FSPD will need to be managed by a Point of Contact (POC) until all locations are on UCPATH.

- PY.08 Interlocation Transfers and Multi-Location Pay

These FSPD's pertain to setting up and correcting retirement codes.

- PY.17 Retirement and FICA Coding Corrections
- PY.18 Retirement Classification and FICA Processing

These FSPD's are considered central payroll processing.

- PY.11 Overpayment Recovery
- PY.13 Payroll Processing
- PY.20 Union Deduction Administration
- PY.21 W2c Process
- PY.04 ACH and Direct Deposit Processing
- PY.03 Voluntary Deduction Management
- PY.06 General Deduction Remittance
- PY.22 Wage Assignments and Garnishments
- PY.09 Non-Resident Alien Payroll Processing
- PY.07 Imputed Income Process
- PY.24 FSA Unsubstantiated Claims
- PY.15 Post Confirmation Pay Retrieval
- PY.23 Calendar Year-End/Year-Begin Processing

The following FSPD's are related to separation.

- PY.02 Death Pay Processing
- PY.05 Final Pay

This FSPD will be outsourced.

- PY.19 Unemployment Insurance Claims

This FSPD is for tax reporting.

- PY.16 Regulatory Reporting and Tax Information

UCPath Center Scope of Services

The following pages are a representative framework of roles and responsibilities, not an exhaustive list of services, and is considered to be a draft.

Additional changes, edits, or corrections may occur due to further information or decisions related to system capabilities, process mapping, or other business requirements.

Scope of Services provides a framework for the roles and responsibilities for:

1. Campus-based HR, Payroll, and APO Teams
2. UCPath Center (Customer Service and Operational Teams)
3. Systemwide Center of Expertise (COE) - (UCOP)

How was the Scope of Services document created?

1. The material was originally published as a draft in April 2012 and updated in early 2013.
2. A list of all related activities was compiled by location-based Subject Matter Experts (SMEs) during various early design sessions.
3. Campus/Medical Center functional leaders (CHROs, Controllers, and APDs) vetted the list and added further activities where needed.
4. The distinction of "Systemwide COE, UCPath Center or Campus" was assigned by Campus/Medical Center and UCOP functional leaders.
5. PMO SMEs followed up for clarification where needed.
6. The framework was brought to the Shared Service Center Core Design Team for final review and validation of "Systemwide COE, UCPath Center or Campus" distinction.
7. The Scope of Services document was sent back out to functional leaders (CHROs, Controllers, and APDs) for a second round of review and feedback.
8. Ongoing input from location functional leaders and Core Design Team members (as well as coordinating with Oracle system implementation approaches and decisions) may be incorporated into the document.

The UCPath Center Scope of Services details follow:

UCPath Center Scope of Services*: Division of Roles and Responsibilities

DRAFT

Roles	Main Responsibilities	
<p style="text-align: center;">Systemwide COE** (UCOP) Strategy, Policy, and Design</p>	<ul style="list-style-type: none"> • Systemwide policy and program design • Leading-practice research • Consulting to senior leaders on systemwide issues • Vendor selection , SLA monitoring, resolving systemic issues, and relationship management • Locating external resources to supplement expertise and knowledge 	<ul style="list-style-type: none"> • Creating frameworks and toolkits for use by campuses and medical centers for systemwide initiatives • Manage escalated cases or system-wide policy exception requests • Involving campus/medical centers and UCPath Center in systemwide policy and program designs
<p style="text-align: center;">UCPath Center Customer Service and Operational support for systemwide, in-scope processes</p>	<ul style="list-style-type: none"> • Workforce Administration and Customer Service • Payroll Administration and Customer Service • Benefits Administration and Customer Service • Leave status tracking in conjunction with local HR • Handling routine academic and staff (including student employees) inquiries around policies and process • Escalate cases and non-routine inquiries to COEs or campus as appropriate • Manage HR and Payroll transaction records and compliance for centralized processes 	<ul style="list-style-type: none"> • Managing HR data and standard reporting; consult on ad hoc data and reporting needs • Providing central HR systems navigation support and password resets • Managing day-to-day/individual vendor issues • Processing individual and mass transactions*** • Collaborate on new processes, programs and applications supported/administered by the UCPath Center • Communicating to UCOP and Campuses on systemic issues and trends
<p style="text-align: center;">Campus HR, Payroll, and APO Teams Local focus on leader and employee HR issues, end-to-end administration of local programs</p>	<ul style="list-style-type: none"> • Consulting with department/school leaders on issues affecting people • Designing and implementing campus or medical center specific policies or programs • Designing and executing existing or new campus/ medical center recruitment, rewards, and learning and development programs • Managing local labor and employee relations • Managing academic review process • Time and Attendance • Ownership of personnel and historical records • Posting payroll data to general ledger 	<ul style="list-style-type: none"> • Leave administration and customer support (except status updates) • Collecting and analyzing campus/medical center specific data needs • Manage escalated cases or campus policy exception requests and where delegated to the campus • Supporting the communicating and implementation of new systemwide policies and programs • Collaborate with UCOP on new processes, policies, programs and applications • Refer faculty and staff to UCPath Center channels



*UCPath Center Scope of Services – This document represents a high level review. For full details, review the Future State Process Design documentation.

**Center of Expertise – Includes strategy, policy, and program design. Excludes systemwide operational support (e.g. RASC, IT Shared Services)

***mass transactions are bulk system data changes effecting large numbers of employees (e.g. re-organizations, mass merit increases, etc.)

4/15/2015

UCPath Center Scope of Services³—Leave Administration

DRAFT

Program and Policy Design	Role of Systemwide Center of Expertise¹ (UCOP)			
	<ul style="list-style-type: none"> Develops, clarifies, and interprets leave policies Monitors legislation and recommends changes to leave policies as required 	<ul style="list-style-type: none"> Interfaces with leadership, government agencies, and union officials on audits, data requests, workforce issues and strategies, and employee issues 	<ul style="list-style-type: none"> Monitors and analyzes systemwide leave data and proposes policy or process changes as required Resolves escalated cases 	<ul style="list-style-type: none"> Investigates and identifies potential third-party providers Determines leave administration processing guidelines
UCPath Center Services	Role of Customer Service		Role of Operations	
	<ul style="list-style-type: none"> Responds to general policy inquiries from employees, managers, and HR professionals by phone or through electronic messaging Forwards employee specific questions to the appropriate campus resource 	<ul style="list-style-type: none"> Responds to campus HR requests for transaction status and/or case resolution 	<ul style="list-style-type: none"> Facilitates the set up and maintenance of leave of absence program structure, such as: <ul style="list-style-type: none"> Administrative Review Care for Newborn Child Dependent Care Leave Disability Leave Education Leave Family Care FMLA Military Personal Workers Compensation Jury Duty 	<ul style="list-style-type: none"> Direct employee billing of benefits premiums Communicates leave of absence program information, related content, and forms in coordination with COE Delivers alerts for targeted HR communications Identifies trends and opportunities to improve processes and programs Monitors and manages ongoing data interfaces and reconciliation Manages ad hoc reporting and designs/develops new reports Records leave requests and edits/updates leave status
Local HR, AP, and Payroll Teams ²	Role of Local HR, AP, and Payroll Teams			
	<ul style="list-style-type: none"> Responds to employee requests and manager inquiries related to leaves Communicates leave decisions to managers Reviews and confirms documentation is complete to certify leave requests Communicates appropriate leave information and updates to UCPath Center Tracks individual leave periods for status updates, FMLA implications, etc. 	<ul style="list-style-type: none"> Supports employees and managers during leave events Coordinates return-to-work restrictions with managers and/or employees Approve leave exceptions subject to local authority Workers compensation program administration Manage Catastrophic Leave Donation Program (until centralized) 	<ul style="list-style-type: none"> Researches and resolves leave-related issues with support from UCPath Center Captures cases/issues/exceptions and escalate appropriately Gathers data from medical providers as required 	<ul style="list-style-type: none"> Consult with individual managers or leaders on complex leave requests Approve exceptions to leaves of absence policies Respond to third-party requests for information on leaves Participate in case resolution processes as needed
Employee/Manager	Role of Employee/Manager			
	<ul style="list-style-type: none"> Manager: <ul style="list-style-type: none"> Approve or deny appropriate leaves of absence requests (e.g., personal leaves) Work with local resources for workplace or condition accommodations 	<ul style="list-style-type: none"> Employee: <ul style="list-style-type: none"> Initiate request for leave of absence Provide required medical or other documentation as required 		



1: Center of Expertise – Includes strategy, policy, and program design. Excludes systemwide operational support (e.g. RASC, IT Shared Services)

2: May include local Centers of Expertise where applicable

3: UCPath Center Scope of Services – This document represents a high level review. For full details, review the Future State Process Design documentation.

4/15/2015

UCPath Center Scope of Services⁵—Benefits

DRAFT

Program and Policy Design	Role of Systemwide Center of Expertise¹ (UCOP)			
	<ul style="list-style-type: none"> Develops, clarifies, and interprets benefits policies Monitors legislation and recommends changes to benefits policies as required 	<ul style="list-style-type: none"> Interfaces with leadership, government, and union officials on audits, data requests, workforce issues and strategies, and employee issues Approve exceptions to benefits policies 	<ul style="list-style-type: none"> Communicates planned changes in policy or process to UCPath Center and Campus HR/Payroll teams and solicits feedback Resolves escalated cases Renewal of contracts and ongoing vendor relations 	<ul style="list-style-type: none"> Investigates and identifies potential third-party providers Analyzes systemwide benefits data and proposes policy or process changes as needed
UCPath Center Services	Role of Customer Service		Role of Operations	
	<ul style="list-style-type: none"> Responds to inquiries from employees, managers, and HR professionals by phone or through electronic messaging Supports employees and HR during benefits events Advocates and supports use of self-service channels Responds to third-party requests for information or forwards to the appropriate party (e.g., Systemwide COE) Captures cases/issues/exceptions and escalates appropriately Facilitates timely case resolution and communicates closure 	<ul style="list-style-type: none"> Captures relevant benefits information and escalates/refers as appropriate Records employee benefits change requests and edits/updates benefits as appropriate Reviews and confirms documentation is complete to certify benefits requests (e.g., marriage/death certificate, etc.) Assists in exception handling, escalating where needed 	<ul style="list-style-type: none"> Manages benefits enrollments Facilitates the set up and maintenance of benefits program deductions within UCPath system: <ul style="list-style-type: none"> Benefits Plans and Options Family Status Changes STD/LTD Health Care Flexible Spending Accounts Dependent Care Flexible Spending accounts COBRA Tuition Reimbursement Retirement savings program UCRP Loading benefit rates 	<ul style="list-style-type: none"> Direct employee billing of benefits premiums Communicates benefits program information, related content, and forms in coordination with COE Delivers alerts for targeted HR communications Manages third-party services (operations, coordination, service levels, and billing) Manage consolidated billing functionality Identifies trends and opportunities to improve processes and programs Monitors and manages ongoing data interfaces and reconciliation Testing / validating system upgrades
Local HR, AP, and Payroll Teams²	Role of Local HR, AP, and Payroll Teams			
	<ul style="list-style-type: none"> Employee assistance program administration Wellness program administration Premium interfaces for "local" programs Healthcare facilitation Retirement counseling (varies by campus)⁴ Consult with individual managers or leaders on complex benefits requests 	<ul style="list-style-type: none"> Disability, and return to work counseling; accommodation coordination and administration Consult with UCPath Center and/or Systemwide COEs on mass change events³ prior to initiation Research and assist in escalated cases as required 	<ul style="list-style-type: none"> Participate in case resolution processes as appropriate Communicate sensitive messages to employees, managers and/or family Advocate for managers and employees to utilize self-service and UCPath channels 	<ul style="list-style-type: none"> Respond to third-party requests for information (for data not converted into Oracle HRIS) Monitor and manage ongoing data interfaces and reconciliation
Employee/Manager	Role of Employee/Manager			
	<ul style="list-style-type: none"> Manager: <ul style="list-style-type: none"> Refer employees to appropriate resources 		<ul style="list-style-type: none"> Employee: <ul style="list-style-type: none"> Request Benefits changes (family status, etc.) through ESS where possible Request special/escalated benefits changes through UCPath Center Provide required medical or other documentation as required 	



1: Center of Expertise – Includes strategy, policy, and program design. Excludes systemwide operational support (e.g. RASC, IT Shared Services)

2: May include local Centers of Expertise where applicable

3: Mass change events are bulk system data changes effecting large numbers of employees (e.g. re-organizations, mass salary adjustments, etc.)

4: In coordination with RASC services

5: UCPath Center Scope of Services – This document represents a high level review. For full details, review the Future State Process Design documentation.

4/15/2015

UCPath Center Scope of Services⁴—Workforce Administration

DRAFT

Program and Policy Design	Role of Systemwide Center of Expertise¹ (UCOP)			
	<ul style="list-style-type: none"> Design and maintain related programs and policies (e.g., severance policies, termination policies, paid time-off policies, transfer and promotion rules, etc.) 	<ul style="list-style-type: none"> Serve as subject matter expert on policy and procedural rules for UCPath Center and campus/medical center 	<ul style="list-style-type: none"> Communicate planned changes in policy or process to UCPath Center and Campus HR and Payroll teams; solicit feedback 	
UCPath Center Services	Role of Customer Service		Role of Operations	
	<ul style="list-style-type: none"> Provide customer service for employees and managers Provide customer service for HR professionals Advocate and support use of self-service channels Conduct transactions where self-service cannot be used Provide user transactional support as required Advise employees on the application of policies for life and employment events 	<ul style="list-style-type: none"> Capture cases/issues/exceptions and escalate appropriately Facilitate timely case resolution and communicate closure Assist in exception handling Respond to third-party requests for information (e.g., eligibility data, employment verification, data validation) Respond to post-termination inquiries from former employees 	<ul style="list-style-type: none"> Maintain workforce administration data (e.g., organization, job, and employee-specific) Process changes resulting from reorganizations or other mass changes Maintain and process wage increase schedules Process employee transfers and job changes <ul style="list-style-type: none"> Inactive and active transfers Promotions, temporary promotions Location, schedule, FT/PT changes Workers compensation transactions <ul style="list-style-type: none"> Manage vacation accrual Measure customer satisfaction 	<ul style="list-style-type: none"> Monitor and manage ongoing data interfaces and reconciliation Image and store inbound and outbound documents for in scope processes Maintain and respond to requests for HR transactions records and data Reconcile data issues/make data corrections Manage third-party requests for employment information (e.g., verification, unemployment, workers comp) for converted data and provide intake for historical data Communicates WFA information, related content, and forms in coordination with COE
Local HR, AP, and Payroll Teams ²	Role of Local HR, AP, and Payroll Teams			
	<ul style="list-style-type: none"> New hire/rehire data collection 1-9 documentation verification Conduct onboarding and orientation activities Licensure document verification and monitoring Termination, layoff, and disciplinary decisions Managing academic review cycle Consult with department managers and leaders on individual or team/mass change events³ Consult with UCPath Center and/or Systemwide COEs on mass change events³ prior to initiation 	<ul style="list-style-type: none"> Communicate sensitive messages to employees, managers, and/or family Advocate for managers and employees to utilize self-service and UCPath Center channels Responding to unemployment claims (handling hearings, working with local labor unions, etc.) Deliver severance packages, manage severance events Workers compensation administration and employment accommodations 	<ul style="list-style-type: none"> Develop ad hoc reports to support analysis into workforce-related issues or concerns Provide input into new or revised content needs, programs, or processes Manage third-party requests for employment verification (for employee or past employee data that was not converted) Monitor and manage ongoing data interfaces and reconciliation Access individual, role, or organization data 	<ul style="list-style-type: none"> Raise timely questions related to inaccuracies in employee, job, or organizational data Research and assist in resolution of escalated cases as required Maintenance of historical documents and data (for data or files that will not be converted during the Oracle implementation) Maintain and respond to requests for personnel files Calculating seniority points Approve or deny requests (e.g., manager initiated pay change, promotions, reclassifications)
Employee/Manager	Role of Employee/Manager			
	<ul style="list-style-type: none"> Work with local HR to handle sensitive employee situations (e.g., termination versus suspension) Initiate appropriate employee, job, and pay transactions via self-service Communicate directly with employees as necessary (e.g., pay change) Collect company property (if applicable) 	<ul style="list-style-type: none"> Use HR analytic tools to manage and report employee data and milestones 	<ul style="list-style-type: none"> Review and approve employee data changes in accordance with approval authority guidelines 	<ul style="list-style-type: none"> Advise UCPath Center and/or local HR/payroll of data inaccuracies



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¹: Center of Expertise – Includes strategy, policy, and program design. Excludes systemwide operational support (e.g. RASC, IT Shared Services)

²: May include local Centers of Expertise where applicable

³: Mass change events are bulk system data changes effecting large numbers of employees (e.g. re-organizations, mass merit increases, etc.)

⁴: UCPath Center Scope of Services – This document represents a high level review. For full details, review the Future State Process Design documentation.

4/15/2015

UCPath Center Scope of Services⁴—Payroll

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Program and Policy Design	Role of Systemwide Center of Expertise¹ (UCOP)			
UCPath Center Services	Role of Customer Service		Role of Operations	
Local HR, AP, and Payroll Teams ²	Role of Local HR, AP, and Payroll Teams			
Employee/Manager	Role of Employee/Manager			



1: Center of Expertise – Includes strategy, policy, and program design. Excludes systemwide operational support (e.g. RASC, IT Shared Services)

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3: Mass change events are bulk system data changes effecting large numbers of employees (e.g. re-organizations, mass salary adjustments, etc.)

4: UCPath Center Scope of Services – This document represents a high level review. For full details, review the Future State Process Design documentation.

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