MESSAGE FROM THE SPONSORS

Thank you to all who have contributed to the success of the UCPath implementation by sharing concerns and telling us about what isn’t working. This is an important part of making sure that we end up with an effective and fully functional system. The feedback coming through Hypercare tickets, emails, and in-person communications is being collected and used to improve processes. We also realize the importance of communication from the team to all of you and have begun addressing issues as they arise through ad-hoc emails, bi-weekly updates to impacted audiences, and a monthly email to all employees. In these communications, we plan to share our successes, challenges and solutions with the campus.

UCR leadership also recognizes the value of Hypercare. Therefore, UCPath Hypercare has been extended until April 30 at a minimum. During Hypercare, all project resources have a primary focus on support of campus operations and resolution of issues. Please rest assured that UCR will not exit Hypercare until the campus is confident that the exit will not have a negative impact on UCR’s operations. A period of project stabilization will follow Hypercare, which will involve an increased focus on continuous improvement of campus business processes and systems.

We encourage the campus community to continue to submit feedback via the existing communication channels. We value your input and cannot reach our goal of excellence without you.

TRAINING UPDATE

The FOM|UCPath training team has designed and developed several new courses aimed at Accountability Structure (Organizational Unit/Department) Initiators and Fulfillers. These courses include:

- UCRSL110: ServiceLink Navigation for Initiators
- UCRSL120: ServiceLink Navigation for Fulfillers
- UCRPDM200: Advanced FOM ServiceLink Position Data Management
- UCRONB200: Advanced FOM ServiceLink Onboarding
- UCRJDC200: Advanced FOM ServiceLink Job Data Changes
- UCROFB200: Advanced FOM ServiceLink Offboarding

The primary goal of these courses is to bridge the gap between pre-deployment training and training resources and post-deployment training needs. Courses occurred from March 5th through March 9th and will resume again beginning March 19th. Additional advanced courses are also in development and communications announcing these new trainings will be sent weekly.

Upcoming training will also include local reporting and HRDW remediations, Salary Cost Transfers and more. For additional information, please email the FOMIUCPath Training Team at FOMUCPathtraining@ucr.edu.
On January 25, 2018, the new SuperDOPE migrated to R'Space. User Group meetings were held to discuss the changes. The presentation and supplemental materials are now available on the Accounting Office website (http://accounting.ucr.edu/ugmtgs.html) under the “SuperDOPE UG” tab.

In addition, a SuperDOPE Yammer group has been created on the Campus Yammer Network. Yammer provides users the ability to ask questions and share knowledge and tips with other group members. To become a member, click on this link (Yammer Campus Network) and enter your campus email (e.g. UserNetID@ucr.edu) and follow the remaining steps. To add the SuperDOPE group to your profile, from the left side bar, click on Discover More Groups and select SuperDOPE.

If you have any questions or comments on SuperDOPE, please send them to ucrfsteedback@ucr.edu.

HRDW

The Human Resources / Academic Personnel Data Warehouse (HRDW) has been remediated as part of the campus transition to FOM I UCPath. The HRDW database is being updated nightly with information from the UCPath system. The ad-hoc query tool provides access to employee, position, job, compensation, financial, and other information related to UCR employees. There are plans to include over 100 additional data fields within the ad-hoc query tool, and these will be released via incremental updates to HRDW in the weeks and months ahead. In addition, a Position Report has been made available on the HRDW Query page, which provides easy access to the FAU information associated with all positions within each department (for both filled and vacant positions). Finally, an HRDW User Guide is now available to assist you with navigating HRDW, creating queries and exporting reports.

SERVICELINK

With the implementation of UCPath, the ServiceLink Enhancements Workgroup has identified various areas for improvement, including task management, grids/dashboards, email notifications, and more. The workgroup meetings consist of Central Office, SSC and department staff who use ServiceLink for processing requests for Onboarding, Offboarding, New Positions, Job Data Changes and other UCPath processes.

The following key enhancements have been identified:

- Dashboard / Grids design to facilitate ServiceLink transaction processing for all ServiceLink UCPath roles —Initiator, Accountability Structure Fulfiller and Shared Services Fulfiller.
- Email notification design to alert all ServiceLink - UCPath users that requests have been submitted, task assignments at a group level that require action, and request completion.
- Review and development of alternatives to enhance management and completion of tasks within ServiceLink UCPath requests.

As a part of our dedication to this transition, the workgroup is in the process of finalizing its recommendations for these enhancements and will present to the ABSSC this month for their final review.

TRACKER

On January 2, 2018, the UCR campus had a limited Tracker I-9 solution implementation. Since then, the campus has been using Tracker’s historic I-9 feature as a secure way to transmit sensitive I-9 data to the Path Center for all new UCR employees. In August 2018, the campus is planning for a full Tracker I-9 solution implementation. This would entail using all the features that the solution provides. Using all of Tracker’s functionality results in a paperless process that provides excellent data security and will help support an efficient and consistent onboarding process.

92 Reports have been developed by the UCPath team.
- Currently 69 Reports are available in production, but not all are ready to be released to the campus.
- The remaining balance of reports are in various stages of testing and validation.
- Once the testing and validation of the reports have been completed this spring, there will be reports available to users in various roles across campus.
- Campus employees are able to request access to the reports by contacting their application or Shared Service SAA.
- A Cognos User Guide is now available to assist you with navigating the Cognos reporting structure, creating and exporting reports.

W2 & 1095c

Please visit the At Your Service Online (AYSO) portal to obtain W-2 & 1095c statements from 2017 and prior years at https://atyourserviceonline.ucop.edu. As a reminder your 2017 W-2s and 1095cs will be available in AYSO, not UCPath.

STAFF PRESENTATIONS

The FOM|UCPath team is gearing up to come out to different departments/change network teams to present a brief update and listen to your questions/concerns. We will be sending out an email shortly to see who is interested as well as sending information to our change network to pass along to their colleagues. We are here to listen and want to make sure your voice is heard! Look out for the email from fomucpath@ucr.edu.

In the mean time make sure to look out for the monthly Navigator as well as the NEW Bi-Weekly FOM|UCPath Update!

UCPATH SUPPORT

Employees should continue to reach out to their regular support contacts, such as a supervisor, Human Resources/Academic Personnel staff, or relevant Shared Services Center. These local support contacts will then escalate issues to the appropriate UCPath Hypercare Support Team if needed (e.g., payroll transactions, local systems & processes, data corrections, and IT).