FOM|UCPath
FUTURE OPERATING MODEL | PAYROLL, ACADEMIC PERSONNEL, TIME KEEPING & HUMAN RESOURCES

Supporting Organizational Excellence

The first Knowledge Transfer 2 (KT2) Session was conducted for the PPS and UCRFS User Groups on Friday, April 14.

A MESSAGE FROM OUR SPONSORS

Progress toward UCPath go-live is continuing. April marked the beginning of end-to-end testing, which means that the system is configured and data has been loaded to a test environment so we can test functionality. The data conversion team will continue to make sure the data we have in our existing systems will be accurately reflected in the new system.

RON COLEY
Vice Chancellor of
Business Administration Services

AMEAE WALKER
Vice Provost of
Academic Personnel

In preparation for more formal training, the first of a series of Knowledge Transfer sessions has been delivered to most who will have access to the new system. Hands-on training modules are under development.

The UCPath initiative will be transformative for the entire UC system and for UCR as a pilot. It's an enormous project and we are aware that impacts to the campus will be extensive. The project team is collaborating with representatives across campus, including our Shared Services leadership, to identify the most beneficial and least disruptive way to bring UCPath and the associated Future Operating Model (FOM) to UCR.

With appreciation for her many contributions and hard work, we announce that one of the UCR project sponsors, Vice Chancellor Maria Anguiano, has accepted a new position as chief financial officer at the Minerva Project. We expect to hear great things from the Minerva Project. We do not expect to replace her role on the project.

ALIGNMENT WITH MISSION

FOM|UCPath aligns with UCR's vision for Organizational Excellence by creating business efficiencies to maximize the resources available for teaching, research and public service.

FOM|UCPath will deliver positive impacts to UCR departments and organizational units by implementing modern technology and tools for managing UCR's workforce; simplifying and standardizing HR, payroll and academic personnel administrative processes; improving efficiency and service quality through new approaches to service delivery; and encouraging a better environment for conducting business with a motivated workforce.
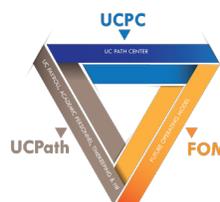
FOM|UCPath

UCR's Future Operating Model (FOM) is a business operations framework designed to enable effective and efficient service delivery via standard and optimized business processes. More information concerning FOM can be found at **fomucpath.ucr.edu/about.html**

The primary goal of UCR's FOM is to create additional support capacity from existing campus administrative resources and standardize policy compliance efforts, procedures and processes. While UCPath is primarily a technical implementation, it provides UCR a unique opportunity to improve Human Resources, Academic Personnel and other key business processes. Enhanced and streamlined business processes, in turn, allow UCR to target a greater proportion of campus resources towards UCR's student success and research goals.

COMING SOON

- Knowledge Transfer 2 (KT2) Sessions
- May 25, 2017: Organizational Excellence Showcase Event

COMMENTS OR QUESTIONS, EMAIL US AT:
fomucpath@ucr.edu

APRIL TESTING UPDATE

On Monday, April 3, UCR entered the first testing phase that focuses on the integrated business processes. Subject Matter Experts from HR, Academic Personnel and Finance, Business Analysts, Trainers and Project Managers will be executing real end-to-end user tests. Testing will continue until shortly before go-live, which will allow us to prevent many defects from entering the go-live environment, and helps us mitigate any issues that may arise.

The team spent several months reviewing the new PeopleSoft functions, identifying processes that will be handled at the local level in the future, selecting real populations within the University's community and writing test cases that represent simple-to-complex real-life scenarios. The first week of testing has been completed. As expected, we experienced steep learning curves, defects and communication needs. Our testers showed up early, found ways to expedite specific processes and worked with the UCPath Functional team to quickly identify unexpected system behavior.
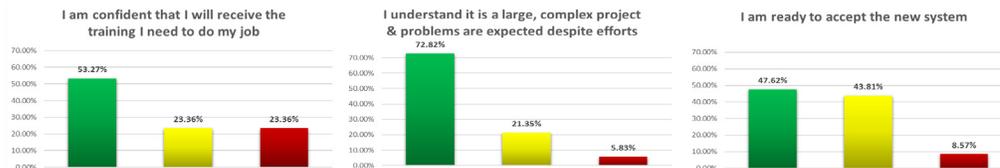
The UCOP team has been very responsive, providing real-time approvals, pointing out missing information and solving errors promptly.

KNOWLEDGE TRANSFER 2 (KT2)

FOMIUCPath KT2 sessions are second in the series of Knowledge Transfers about the Future Operating Model and UCPath implementation. KT2 builds upon the very successful KT1, which reached 400+ UCR employees, and is anticipated to reach more UCR employees than its predecessor. The presentation, in part, will consist of the major upcoming changes in the processes, frequently asked questions and much more. KT2 sessions are being designed to be interactive and fun to attend.

READINESS SURVEY RESULTS

A survey recently conducted indicated that employees were very interested in additional knowledge about FOMIUCPath, including: knowledge about new processes, training support and job impacts. Their main concern was about not knowing enough about the project overall.

I am confident that I will receive the training I need to do my job
53.27% | 23.36% | 23.36%

I understand it is a large, complex project & problems are expected despite efforts
72.82% | 21.35% | 5.83%

I am ready to accept the new system
47.62% | 43.81% | 8.57%

SHARED SERVICES CENTERS (SSCs)

The Chancellor / Provost approved the establishment of four Local Shared Services Centers to support the Future Operating Model of UCR. Campus organizations have elected to join one of the four SSCs — namely, POSSC (BCOE), Harvest (CNAS), Citrus (UNEX) and BAS. The organizations are now in the process of planning and transitioning over to their elected SSC. When UCPath goes live, all four SSCs will support the new FOM and non-FOM processes using the ServiceLink/UCPath toolset.

For more information about FOMIUCPath, please go to **fomucpath.ucr.edu** or email **FOMIUCPath@ucr.edu**.

NEW FOMIUCPath RESPONSIVE WEBSITE

In an effort to keep the campus informed as the FOMIUCPath implementation moves forward, the project team is proud to launch our newly designed website, **fomucpath.ucr.edu**. The new website layout will feature: messages from our Sponsors; interviews with FOMIUCPath Subject Matter Experts; up-to-date information about the new Shared Services Centers; quick resources pages for communication and tools; regularly updated frequently asked questions; details on our user-centered blended learning approach; and much more.

The new design contains streamlined menus, clear navigation and a responsive layout for all platforms. Explore the site to learn more about the FOMIUCPath project.

TESTIMONIAL

NAME: **Tanya Wine**
DEPARTMENT: **Finance, CHASS**
TIME ON THE PROJECT: **11 Months**

How are you benefitting from being a FOMIUCPath SME?

I have the privilege of working with a cross-section of the campus community (HR, CNAS FIN, AP) that I would not normally get to work with. Bobbi and Alfred have been incredibly supportive of all of our ideas and our efforts, they are receptive to out-of-the-box thinking and have allowed us the space to create ownership of our work. My work on the FOMIUCPath project has allowed me to inspire others to be more open and change-minded about our involvement with this project.

Do you feel more knowledgeable about the changes that will occur?

I have a lot more knowledge about the UCPath project and the changes that will impact my organization and my own staff. I am more prepared to talk about the exciting things that are happening with this project and learn about the Non-FOM processes as well.

How will my organization benefit from your participation as a FOMIUCPath SME?

My organization has already benefited from my participation on this project. I presented at our Winter FAO meeting, and I am continually updating my CFAO on issues that may impact our college. I have also been a partner in our college transition from BAS SSC to CNAS SSC. This role provides me with the knowledge about the impact that the FOM processes will have during this transition. It also allows me to set realistic expectations for the group once we go live.