CURRENT PRIORITIES

HYPERCARE

UCR continues to be in Hypercare and has agreed to a shared set of hypercare criteria with UC Path Center (UCPC) that cover technical, functional and service related elements of the UCPath implementation. UCR has begun to meet with UCPC leadership regarding the completion of these exit criteria. Further updates will be provided to campus in future communications.

We are still in Hypercare mode and continue to focus on support of campus operations and resolution of immediate issues. However, with the decrease in the necessity of next day paychecks (Figure 1), Hypercare tickets (Figure 2), and phone calls, we are also shifting focus to proactively addressing key issues identified over the past several months. We will continue to work on finding solutions to more complex challenges, which require more time & attention to resolve.
TRAINING

New online courses are now available in the LMS:

UCRPDM200: Advanced FOM ServiceLink Position Data Management
UCRONB200: Advanced FOM ServiceLink Onboarding
UCRJD200: Advanced FOM ServiceLink Job Data Changes
UCRS120: ServiceLink Navigation for Fulfillers

In-person training is still on-going. Upcoming training opportunities include:

- Monday, May 21:
  - FOM ServiceLink: UCREL220: Advanced FOM ServiceLink Extended Leaves for Staff (In-Person Training, 1.5 hrs) from 1PM to 2:30PM in Hinderaker 0154
  - FOM ServiceLink: UCRSWB100: FOM ServiceLink Short Work Break (In-Person Training, 1.5 hrs) from 3PM to 4:30PM in Hinderaker 0154
- Wednesday, May 23:
  - FOM ServiceLink: UCRPDM200: Advanced FOM ServiceLink Position Data Management (In-Person Training, 1.5 hrs) from 10AM to 11:30AM in Hinderaker 0154
  - FOM ServiceLink: UCRONB200: Advanced FOM ServiceLink Onboarding (In-Person Training, 1.5 hrs) from 1PM to 2:30PM in Hinderaker 0154
- Friday, May 25:
  - FOM ServiceLink: UCROFB200: Advanced FOM ServiceLink Offboarding (In-Person Training, 1.5 hrs) from 1PM to 2:30PM in Hinderaker 0154
- Monday, May 30
  - FOM ServiceLink: UCREL220: Advanced FOM ServiceLink Extended Leaves for Staff (In-Person Training, 1.5 hrs) from 10AM to 11:30AM in Hinderaker 0154

In addition to advanced ServiceLink training opportunities, the Training Team will be offering UCPath Inquiry Training to Central Offices. One-on-one training opportunities tailored to the needs of an Accountability Structure or Shared Service Center are also available by request. If you are interested in having the Training Team come by your workstation and provide UCPath and/or ServiceLink training to you and your staff, please email Kathleen Cool at fomucpathtraining@ucr.edu to schedule a meeting.

CHANGE NETWORK PRESENTATIONS

Readiness Network – we want to hear from you!

The FOM|UCPath Organizational Change and Communications team would like to schedule a meeting with your department and/or change network team to present a project update and address your questions and concerns. While the team has been in Hypercare mode over the past few months, we have been working diligently to resolve major issues and ensure that all staff are paid accurately and quickly. We are now looking forward to post-deployment activities and need your help to identify issues that still need to be escalated or enhancements that need to be made. We will be sending out an email shortly to schedule a meeting. We are here to listen and want to make sure your voice is heard! Email fomucpath@ucr.edu if you are interested in seeing our presentation.

REPORTS

Department Access to Cognos Reports

An agreement has been reached to distribute relevant Cognos reports beyond central offices, SSCs, and Organizational Units. UCR & UCPC have developed an interim solution for the UCPath Cognos report security fix, which will allow UCR departments to have access to a designated subset of Cognos reports. We have already asked campus Shared Services Centers to identify staff in campus departments who should be provisioned access to these reports once this interim solution is implemented.
With the implementation of UCPath, the final PPS payroll compute occurred in December 2017. The payroll cost transfer function in PPS was going to be available for four months after the UCPath transition up until 4/26/2018. However, due to a large number of PPS cost transfers processed in April and some resulting errors, the PPS Cost Transfer process has been extended for one final month. The cut-off date for entry is Friday, May 25th. Please ensure all PPS related corrections are processed by this deadline. After this date, PPS will be restricted to inquiry access for exiting users. Per UC policy, payroll costs more than 120 days old should only be transferred to an unrestricted fund sources. Instructions are provided below. Please contact the Payroll Office with questions/concerns at UCRpayroll@ucr.edu.

Instructions:

- Login to PPS expense transfer screens EDTS or EDTM.
- All PPS cost transfers must be initiated by Friday, May 25, 2018.
- Use Pay Cycle: **XX**
- Use Pay End: 5/31/18 (Last day of current month)

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**JOB AIDS**

New UCR specific job aids have been created for some of the most common issues experienced during HyperCare. Click the links below to download a copy of the job aids or visit the Training Resource Page.

1. **UCPATH WORKCENTER**
   The UCPath Workcenter is a simplified PeopleSoft workspace that does not require you to navigate through multiple menus to locate available screens. Instead, you will see a list of screens (e.g. Job Data, PayPath Actions, etc.) based on your security access. At this time, there may be a few screens missing from the UCPath Workcenter such as "Modify a Person". These screens may be accessed in the UCPath PeopleSoft menu.

2. **INTERLOCATION ONE-TIME PAYMENTS**
   This job aid describes how UCR processes one-time payments for employees who complete consultant work at another UC location (e.g. UCLA wants to pay a UCR Professor $1000 for consultative work). The job aid includes the responsibilities of the Shared Service Center AWE Approvers and who to contact if you have questions.

3. **HRDW USER GUIDE**
   HRDW is an online reporting application. Access to HRDW is granted by the department System Access Administrator (SAA). Users who are authorized to use HRDW can access the application from their R'Space portal under the “Authorized Apps” tab. This user guide introduces the basic layout and navigation of HRDW, including running a report, saving reports and exporting reports to Excel.

4. **COGNOS USER GUIDE**
   Cognos is a web-based reporting tool for creating and managing custom UC reports. You can access Cognos from the UCPath Portal. Access to Cognos is based on UCPath security roles. This user guide introduces the basic layout and navigation of Cognos reports for UCPath, including accessing and running a report, report parameters, saving reports and exporting reports to Excel.