

NAVIGATOR

MARCH 2017

UCR

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FOM | **UCPath**
FUTURE OPERATING MODEL | PAYROLL, ACADEMIC PERSONNEL, TIME KEEPING & HUMAN RESOURCES
Supporting Organizational Excellence

Subject matter experts working in organizational change management workshop.

A MESSAGE FROM OUR SPONSORS

During the Summer of 2016, UCOP asked UCR to participate as a UCPath pilot campus. UCPath will replace UC's 35-year-old payroll system (PPS), and UCR will use the UCPath implementation as an opportunity to enhance campus business processes. This effort to enhance operational effectiveness is known as UCR's Future Operating Model (FOM) initiative.

UCR's FOM and UCPath teams have diligently planned for an effective deployment. However, an effort of this magnitude will not be trouble-free. Please know that UCR is developing approaches that will identify problems quickly and resolve them in the shortest possible time.

Thank you for your continuing support. As UCPath and FOM are deployed, we are confident UCR's project team, Shared Services Centers and colleges / departments will collaboratively resolve issues promptly, demonstrate leadership within the UC system as the aging PPS system is replaced, and implement administrative improvements supporting UCR's academic mission and student success.



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WHY UCPath?

UC's current Payroll Personnel System (PPS) is over 35-years-old and uses technology from the 1960s. Increasingly, PPS bugs and errors cause significant rework to correct inaccurate data prior to payroll deadlines and after payroll runs. There are fewer technical staff who can maintain the system. Because of the size and complexity of UC's employee population, the problems associated with maintaining and operating PPS, UC has made replacing PPS with PeopleSoft a strategic priority.

What is UCR's Future Operating Model (FOM)?

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. The primary goals of UCR's FOM is to create additional support capacity from existing campus administrative resources, to standardize policy compliance efforts / procedures / processes and, by having all systems talk to one another, reduce input duplication on forms, etc.

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 should free up staff to assist faculty in other areas.

TRAINING

UCR is taking a user centered blended learning approach for FOMUCPath training. Training will include a mixture of online tutorials, webinars and face-to-face sessions. Using a blended approach participants have the flexibility to connect with colleagues, UCPath experts, and gain hands-on expertise with the new UCPath system in a mode of learning that works best for them.

COMING SOON

Updated FOMUCPath responsive website coming in **April**

**FOR COMMENTS OR QUESTIONS
EMAIL AT: fomucpath@ucr.edu**

SHARED SERVICES

Shared Services Centers enable UCR to streamline and enhance transaction processing so support staff can focus on more value added (non-transactional) services. UCR already utilizes several Shared Services Centers, deploying Shared Services Centers as an initial FOM activity provides substantial potential benefit with relatively lower levels of change and disruption. Shared Services Center staff will be specialists in specific processes and will be familiar with the nuances of a processes and will provide informed service. UCR's four Shared Services Centers and Organizational Alignment are as follows:

SERVICE CENTER	CLIENTS
BAS (TBD)	Chancellor/Provost, University Advancement, Planning & Budget, Academic Personnel, International Affairs, Undergraduate Education, Athletics, Computing & Communication, School of Medicine
BCOE (POSSE)	GSOE, SoBA, SPP
CNAS (HARVEST)	Academic Senate, CHASS, Research & Economic Development, UC MEXUS
UNEX (CITRUS)	Palm Desert, Graduate Division, University Library, Student Affairs

UCR's Shared Services Centers are planning for a December UCPath go-live while at the same time providing services to some campus organizations. Planning efforts include the creation of business plans, costing and staffing models, and deployment plans.

WHAT IS CHANGING?

PPS is being replaced with UCPath and is being managed centrally. UCR will not be able to do certain transactions on the spot.

The four Shared Services Centers will be responsible for campus UCPath transaction processing. Many campus organizations already uses a SSC, for those that do not, moving to a shared services environment represents a significant change.

UCR is developing a new suite of tools and systems known as ServiceLink. These tools will enable campus departments to request service and support from SSCs.

UCR's FOMIUCPath READINESS NETWORK

Readiness Liaisons enable effective change management, and support the overall project deployment and continuing success. In addition to communication, a core responsibility of a Liaison is to name Readiness Agents who will become knowledgeable in the FOMIUCPath tools, processes and training efforts and will directly support project communications.

The success of FOMIUCPath depends on effective communications and campuswide understanding of new processes, tools, systems, training and deployment plans. Readiness Liaisons and Agents will help ensure such effective communication and project preparation occurs throughout UCR's various organizations and departments.

UCR's FOMIUCPath Readiness Network will enable increased campus communications and change management activities supporting FOMIUCPath. UCR's FOMIUCPath Readiness Network includes two key roles, the Readiness Liaison and the Readiness Agent.

Readiness Liaisons and Agents will discuss FOMIUCPath impacts and how changes can be best implemented within their organizations and departments. The Readiness Network will launch in April 2017 and will be in place through the implementation of the project in 2018.

TESTIMONIAL



NAME: Alissa Rackstraw
DEPARTMENT: BCOE, Dean's Office
TIME ON THE PROJECT: Three years

How are you benefiting from being a FOMIUCPath SME?

I benefit from being a SME because I am getting the chance to see first-hand how the entire project is evolving and how the all of the pieces of the puzzle are coming together. Being a part of the process and seeing all the work that is going into it, along with deliverables being completed allows me to see that this is really happening and the benefits are much more obvious.

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

Working on spec documents, workflow designs and flow charts has given me a better understanding of the optimization process and plans for the future state. My involvement has increased my understanding of the need and desire for change, and the complexities of making the changes happen.

How does your organization benefit from your participation?

My participation allows my organization to have more of a stake in the game. I'm also able to provide details and information to my organization that others not involved in the project may not know which allows us to prepare for the future.