ON BEHALF OF CASE MANAGEMENT

UCRIVERSITY OF CALIFORNIA **UCPATH PILOT**

ON BEHALF OF CASE MANAGEMENT is the Task of submitting an inquiry on behalf of another employee to the UCPath Center via the UCPath website. This is to update, modify, edit or change an employee/CWR information. They are also entered for Persons of Interest as UCPC is the only entity to update a Person of Interest Information.

ROLES FOR ON BEHALF OF CASE MANAGEMENT

EMPLOYEE

• Submits case via email, TU, SSC or direction to UCPC.

TRANSACTIONAL UNIT

 Primary point of contact for managers and unit level leadership · Resolves issues and opens STAN-DARD cases as applicable per the **On-Behalf of Case Management**

Matrix Transactional Unit receives employee request(s) and opens a Case on Behalf of Employee

SSC AWE APPROVER

• SSC opens case(s) that falls within SSC purview • SSC opens case(s) on behalf of employee • SSC reaches out to department so they can open a case on behalf of employee

CENTRAL OFFICE

• Responsible for process design, and policy guidelines

- Provide subject matter expertise in policy related questions
- Receives escalated case(s)
- Opens case(s) that fall within Central Office purview

UCPATH CENTER

 Receives and resolves Employee Case(s)

ON BEHALF OF CASE MANAGEMENT MAP

Roadmap presents the most common business case.

OPTION 1



The **Employee** has a question or escalation.



The Transactional Unit receives request and opens a case on behalf of employee in UCPath.

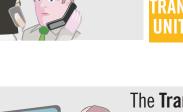


The UCPath **Center** receives and resolves employee case.*



OPTION 2





The Transactional Unit has standard issues with initiating a transaction that requires a case for completion or a standard transaction where FSPD requires a case.



The UCPath **Center** receives and resolves employee case.*









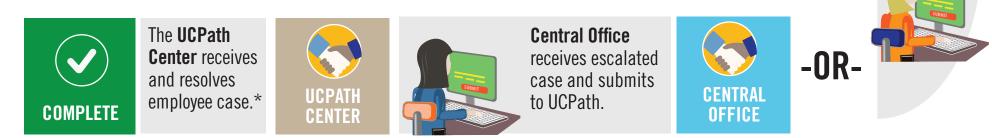


The **Transactional Unit** has escalated issues with initiating a transaction that requires a case for completion or a standard transaction where FSPD requires a case. Transactional Unit needs to reach out to SSC or Central Office with these escalated issues. (Examples: Faculty Merit and Promotions, Death benefits, Minimum Wage Increases, Range adjustments etc.)

SHARED SER-VICES CENTER

submits to

UCPath.



*SSC & Central Office will confirm issues have been resolved. **OPTION 4**

Employee or Transactional Unit identifies a need for a position or job data update



The Transactional Unit reviews and validates the request and completes the position and/or job data update form

The Transactional Unit opens a case on behalf of employee in **UCPath**



The UCPath Center receives and resolves employee case.*



