ONBOARDING

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

ONBOARDING: The series of tasks that begins with a candidate formally accepting an offer of employment, and ends with the new employee being ready for work in terms of employment relationship and access/setup. It includes employment activities (new hire paperwork, benefits, I-9, criminal background check, etc.), logistical activities (ID card, parking, internet access, keys), and other new hire processing activities.

AS-IS PAIN POINTS

- Lack of common process to prepare employee for their first day of employment
- Increased compliance risk due to highly de-centralized and manual processes
- Multiple locations, systems and points of contact for: parking permits, background check, document verification, etc.
- Disorganized employee experience, not easy to follow

IMPROVEMENTS

- Online Task Management (see appendix)
- Centralized forms repository for consistent and up-to-date documents
- "Optimized Day One Experience": Onboarding meeting to sign/verify documents, LiveScan, parking permit, ID Photos, schedule orientations and required training, etc.

BENEFITS

- Ability to perform pre-boarding activities prior to day one
- Improved employee experience
- Improved employee productivity on first day of employment
- Transparent and traceable process reduces compliance risk

ROLES FOR ONBOARDING

HR/AP STAFF INITIATOR
(REQUIRED)

Initiates the Onboarding request with basic person, position and job data. Tailors the Checklist tasks for the specific employee. Attaches the template-based offer letter and other supplemental documents containing ALL information required to complete the UCPath transaction.

DEPARTMENT FULFILLER(S)
(REQUIRED)

Completes tasks assigned to the task queue. Department or org level gets assigned a task by the SS fulfiller. Orders equipment, creates/reactivates Net ID, etc. (See appendix).
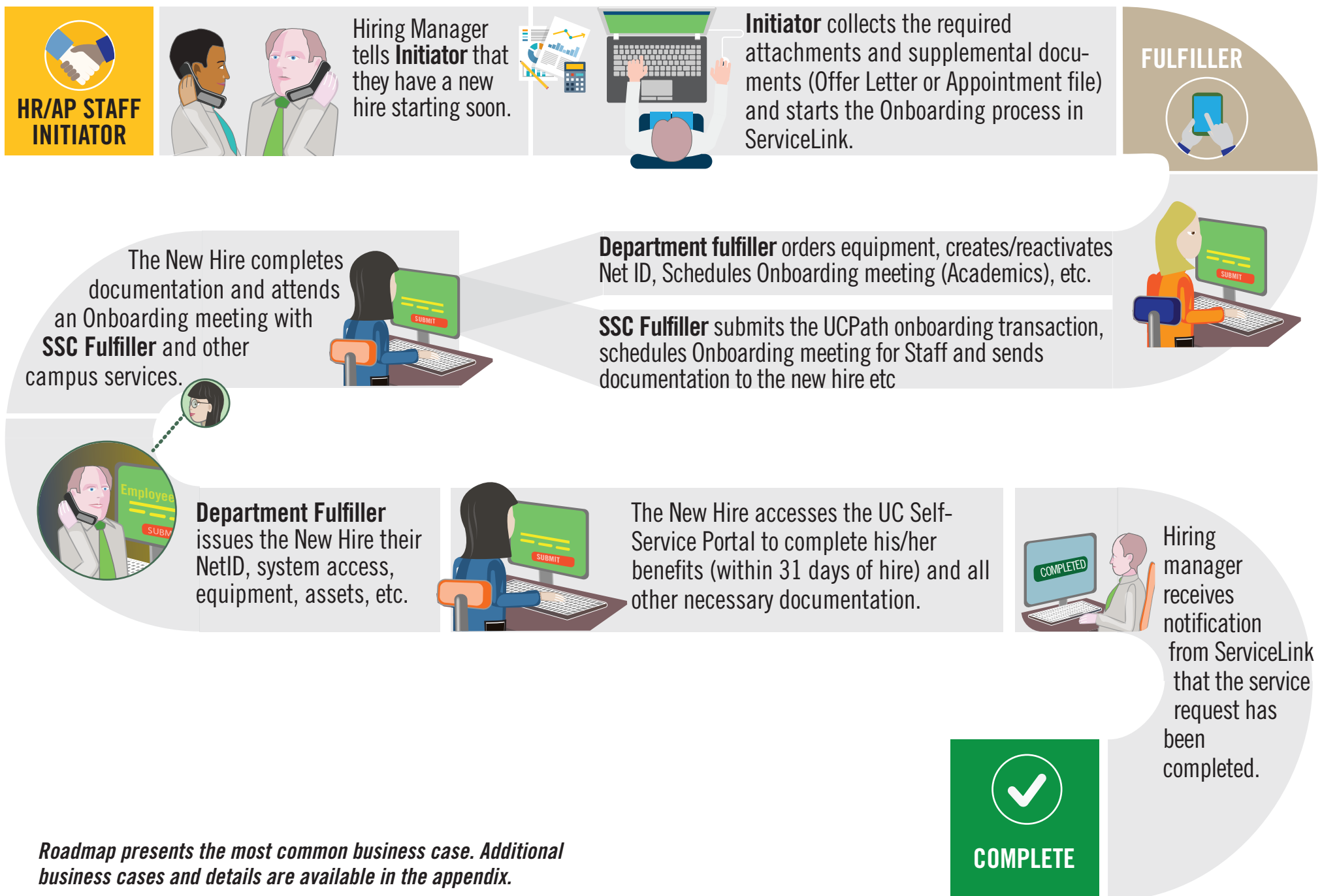
SSC FULFILLER(S)
(REQUIRED)

Completes Checklist tasks assigned to the SSC task queue. Completes the UCPath transaction (See appendix).

INQUIRERS - *HR/AP STAFF AND DEPARTMENT/SSC FULFILLERS (OPTIONAL)*

Monitors overall request and communicates with Onboarding stakeholders as required to ensure timely completion. Have the ability to view the status of the request and tasks.

ONBOARDING MAP

HR/AP STAFF INITIATOR

Hiring Manager tells **Initiator** that they have a new hire starting soon.

Initiator collects the required attachments and supplemental documents (Offer Letter or Appointment file) and starts the Onboarding process in ServiceLink.

FULFILLER

Department fulfiller orders equipment, creates/reactivates Net ID, Schedules Onboarding meeting (Academics), etc.

SSC Fulfiller submits the UCPath onboarding transaction, schedules Onboarding meeting for Staff and sends documentation to the new hire etc

The New Hire completes documentation and attends an Onboarding meeting with **SSC Fulfiller** and other campus services.

Department Fulfiller issues the New Hire their NetID, system access, equipment, assets, etc.

The New Hire accesses the UC Self-Service Portal to complete his/her benefits (within 31 days of hire) and all other necessary documentation.

Hiring manager receives notification from ServiceLink that the service request has been completed.

COMPLETE

Roadmap presents the most common business case. Additional business cases and details are available in the appendix.
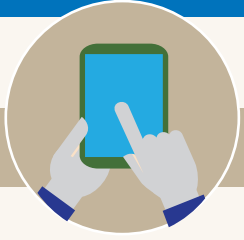
Please note, an individual may assume one or many roles.

DID YOU KNOW?

4% of employees will leave after a "disastrous first day," costing the organization up to 150% of that employee's annual salary to re-recruit and hire a new person.

THE PROCESS IS SUCCESSFUL IF...

✓ New hires are onboarded in a timely manner with full functionality.

# ONBOARDING APPENDIX

DEPARTMENT FULFILLER

PRE-BOARDING TASKS:
- Schedule Onboarding Meeting (Academic)
- Order Required Equipment
- Create or Reactivate NetID
- Confirm FAU is Correct and Submit Update if Needed

POST VERIFICATION TASKS:
- Provide NetID Information to Employee
- Grant System Access
- Update Enterprise Directory
- Monitor Completion of Background Check
- Issue Equipment and Assets

Note: Some tasks are optional or not applicable depending on employee type and job. If the new hire is on a Visa, ServiceLink will send a notification to the International Students and Scholars Office
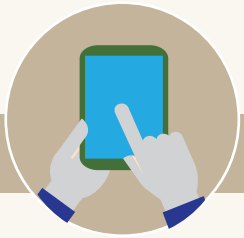
SSC FULFILLER

PRE-BOARDING TASKS:
- Submit UCPath Onboarding transaction
- Receive UFIN301 Document (for transfers from other locations)
- Schedule Onboarding Meeting (Staff)
- Send Documentation to New Hire

ONBOARDING MEETING TASKS:
- Verifies Employee Documentation
- Coordinates the following proposed services;
    - o Parking Permits
    - o ID Photos
    - o Schedule Orientations and Required Training
    - o Provide information on other campus services and resources

Note: If the new hire is on a Visa, they will receive an automated notification from Glacier to set up a profile once documents are verified

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