# ON BEHALF OF CASE MANAGEMENT



**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
- 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.\*



#### **OPTION 3**





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.)



SSC receives escalated case and submits to UCPath.



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





**Central Office** receives escalated case and submits to UCPath.



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