VOLUNTARY TERMINATION & RETIREMENT

UCR Business Process Design

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MAY 9, 2019

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Contents

I. Document Change Log

Use this table to summarize changes made to this document

Date	Editor	Summary of Changes
4/19/2019	Kathleen Cool	Draft 1
5/3/2019	Kathleen Cool	V2
5/9/2019	Kathleen Cool	V4 (Final Version) – submitted for approvals

II. Process Overview

This section defines the overall scope and boundaries of the To-Be process design.

Process Description

Single paragraph that provides the general description of the overall process—its start, its end, and its overall purpose.

The process of voluntary termination starts with the employee's decision to resign or retire and ends with the final payment information being transferred to the UCPath Center Payroll Production team. Voluntary terminations are processed for both staff and academic employees. There are benefits and payroll implications of voluntary terminations. These are dealt with in separate processes.

The process ends with the confirmation that the employee has been separated, all access to systems and facilities has been updated or terminated and all outstanding university and employee obligations related to compensation are settled.

The process also includes Retirement. For this purpose, retirement is defined as when an employee voluntarily resigns from all UC jobs and initiates payments through UCRP.

Template Transactions – Action Reason Codes and Description for Voluntary Termination and Retirement

Template/Description/Action	Action Reason	Description
Template: UC_VOL_TERM **Description:** Voluntary Termination **Action:** TER – Termination	CAR – Career to Per Diem	Used for termination of career appointment. Employee will be rehired into a Per Diem position. Must have a one-day break in service. These individuals will required to sign a waiver form as part of the rehire process.
	TR1 – Release from Trial Employment - Voluntary	Used for release from trial employment initiated by the employee.
	AAJ – Resign – Accept Another Job	Used for termination due to employee accepting another job.

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Template/Description/Action	Action Reason	Description
	SCH – Resign – Attend School	Used for termination due to employee planning to attend school.
	DWJ – Resign – Dissatisfied with Job	Used for termination due to employee being dissatisfied with job.
	JAB – Resign – Job Abandonment	Used for termination due to job abandonment.
	LAJ – Resign – Look for Another Job	Used for termination due to employee looking for another job.
	MIL – Resign – Military Service	Used for termination due to employee planning to enter military service.
	MOA – Resign – Moved out of Area	Used for termination due to employee moving out of area.
	NRG – Resign – No Reason Given	Used for termination – employee did not provide a reason.
	PER – Resign – Personal Reasons	Used for termination due to personal reasons.
	QWN – Resign – Quit Without Notice	Used for termination due to employee quitting without notice.
	SLF – Resign – Self Employment	Used for termination due to employee planning to work for themselves.
	FRL – Resign – Failed to Return from Leave	Used for termination due to employee's failure to return from an approved leave of absence.
Template: UC_RETIREMENT **Description:** Retirement **Action:** RET – Retirement	RET – Retirement	Used for retirement.

Smart HR Transactions

Enter Transaction Details

The following transaction details are requ

Career to Per Diem

Release fr Trial Emplmnt-Vol
Resign - Accept Another Job
Resign - Attend School
Resign - Dissatisfied w/ Job
Resign - Job Abandonment
Resign - Look For Another Job
Resign - Military Service
Resign - Moved out of Area
Resign - No Reason Given
Resign - Personal Reasons
Resign - Quit Without Notice
Resign - Self Employment
Resign -Failed to Ret fr Leave

Template
Organizational Relationship
*Employee ID
*Employment Record Number
*Effective Date
Action
*Reason Code

Continue   Cancel

Smart HR Transactions

Enter Transaction Details

The following transaction details are required.

Template Retirement
Organizational Relationship Employee
*Employee ID
*Employment Record Number
*Effective Date 04/26/2019
Action Retirement
Reason Code Retirement

Continue   Cancel

III. Design Authority

The following process owners and leads have decision making authority over the design of this process deliverable and must review the final deliverable prior to approval by the ABSSC Leadership Council.

Functional Owners

- Academic Personnel – *AVP Academic Personnel*
- Human Resources – *AVC Human Resources*

Functional Leads

- Academic Personnel – *AP Functional Lead*
- Human Resources – *HR Functional Lead*
- Business Financial Services - *BFS Functional Lead (Final Payment)*

Operating Model

Operating Model Phase 1

- This includes the roles and org structure for the future state
  - Roles
    - Transactional Unit
      - AP/HR Staff member as initiator
    - Shared Service Center
      - AWE Approver
      - Transacts final payment
    - UCPC
      - WFA Production
- Business process mapping for this phase will include
  - Transactional Unit
  - Shared Service Center
  - UCPC
  - Central Office

Operating Model for Phase 2

- This includes the roles and org structure for the future state
  - Roles
    - Transactional Unit
      - AP/HR Staff member as initiator
      - AWE Approver
    - Shared Service Center
      - Transacts final payment

- UCPC
  - WFA Production
- Business process mapping for this phase will include
  - Transactional Unit
  - Shared Service Center
  - UCPC
  - Central Office

Policy, Procedures, Guidelines

- [Offboarding Checklist](#)
- [UCR Local Procedure on Seperation Actions](#)
- [Personel Policy 64 – Termination and Job Abandonment](#)
- [Leaving UC Employment](#)
- [APM – 700-30 Presumptive Resignation Policy and Procedures](#)
- [Timeline for Implementing the Presumptive Resignature Process Under APM - 700](#)

Out of Scope

The following are specifically out of scope for the as-is analysis:

- **Final pay will be documented only as inputs/outputs:** The Final Pay process begins with notification of a voluntary or involuntary termination from the University of California, and ends when final pay calculations are complete and final payments have been distributed to the employee. As part of the process, need to assess the terminated employee's job information, and the applicability of the 72- Hour Rule or specific Collective Bargaining Agreement that stipulates the timing of payout.
- **Involuntary Termination:** The process of involuntary termination starts with the location's decision to terminate an employee and ends with final payment information being transferred to the UCPath Center Payroll Production team. This process applies to both staff and academic employees. There are benefits and payroll implications of involuntary terminations. These are dealt with in separate processes. Involuntary Termination will be handled during Phase 2 of the pilot by the Transactional Units.
- **Interlocation Transfer:** The Interlocation Transfer process begins with a recruitment (where applicable) and ends with a transfer to the receiving location (which then includes benefits changes as applicable).The process applies to interlocation transfers (to a different location) and for both staff and academic employees. A hire and termination action is taken on the job records to move the employee from one location to the other without a break in service. An employee can transfer laterally, up, or down, each having slightly different implications. Benefits and payroll implications of transfers are dealt with in separate processes.

Academic Considerations

This section contains key academic considerations during voluntary termination.

AP Consideration	Description
Adjunct Onboarding	Employment transitions are handled as a separate onboarding process after the faculty member is off-boarded from their primary faculty position.
Emeritus Process	Academic senate office sends letter of Emeritus status. Onboarding for Emeritus status is handled as a separate transaction after offboarding.
APO copied	APO receives copy of termination/retirement letter from College/School Directors of AP.

Assumptions & Decisions

This section describes the key assumptions and decisions made in relationship to this process design.

Assumption	Description
1	Approvers have confirmed that local procedures (applicable collective bargaining agreements, personnel & academic policies), documentation, consultations, communications have taken place prior to submitting the request to UCPath Center.
2	The transactional unit is responsible for knowing when to select the correct action and action reason code
3	The transactional unit will perform a check for multiple jobs and coordinate as needed prior to submitting the template to the UCPath Center
4	For employees with multiple jobs, a request terminates only the job selected for termination and will not impact the employee's status in their other jobs
5	For employees retiring, only one "retirement" action/request is needed. The UCPath Center will confirm that the employee has resigned from all jobs and insert a retirement row on all jobs
6	The Employee is responsible for confirming retirement eligibility prior to submitting the retirement request
7	AWE approvers have confirmed the appropriate action and local procedures, documentation, consultations, and communications have taken place prior to submitting the request to the UCPath Center. In addition, applicable collectives bargaining agreements, personnel policies and academic personnel policies have been followed
8	The transactional units will maintain a valid offboarding checklist
9	The transactional units will manage and maintain their separation packets and retain documentation per the records retention policy and procedures

Assumption	Description
10	Enterprise Directory is updated 30 days after Staff termination, 90 days after Faculty Termination, and 180 days after Termination for Post-Docs. Affiliates have until the end date set up for them when the account was created. In all cases, the account can be immediately inactivated in the Enterprise Directory by a departmental Enterprise Directory admin or ITS Super User.
11	Separated employees will have access to the UCPath Former Employee Portal (more information on the Former Employee Portal can be found here).

IV. Process Design

Overall Process Sequence

The overall process sequence describes the major steps required to deliver the value of the process. It is the "Elevator Speech" to quickly and simply define its flow. This "Level 1" detail does not include the multiple variations.
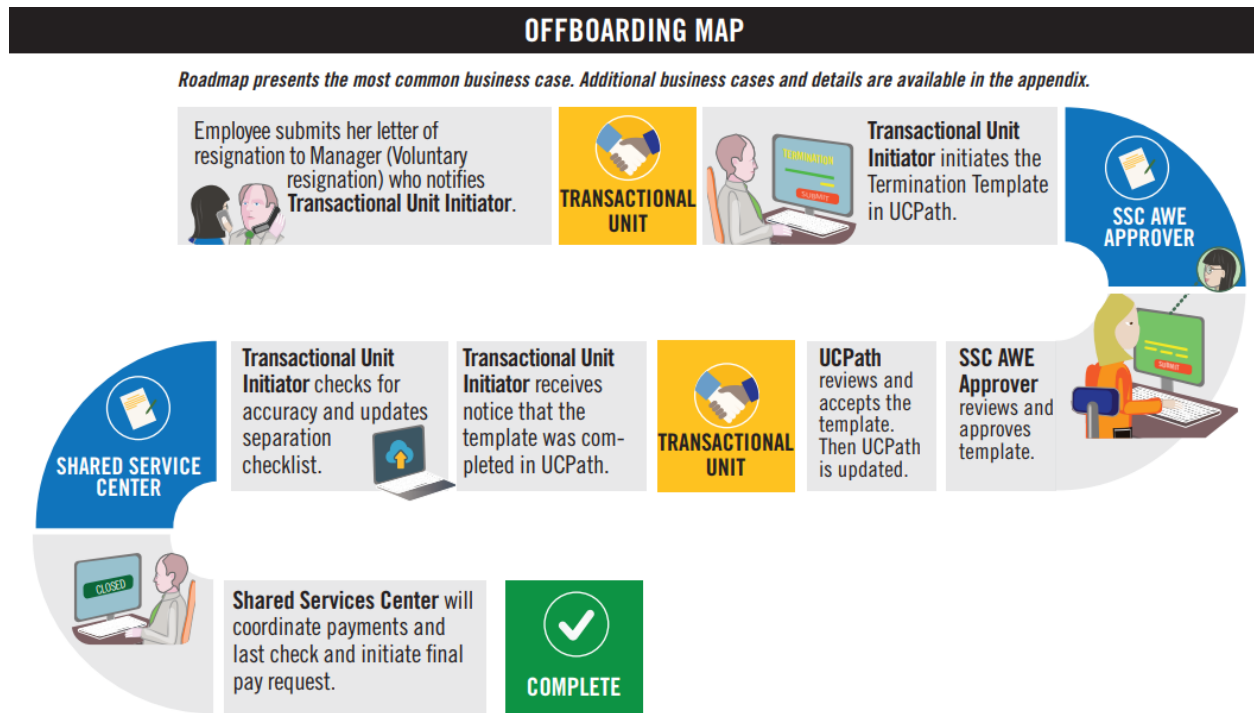
For complete map, consult the Voluntary Termination/Retirement Infographic.

Roles Description

The following are the roles required to successfully execute this process.

Role Name	Role Description
Employee	• Informs supervisor/department of resignation/retirement • Returns UC assets to department

Role Name	Role Description

Department	• Informs the Transactional Unit of the employee's resignation/retirement
	• Fulfills offboarding department tasks such as:
	    ○ Coordination of return of assets
	    ○ Coordinate exit interview
	    ○ Remove or revise system access

International Students and Scholars Office	• Is notified of the employee's offboarding if the employee is a non-resident.
ORG Authority	• Responsible for ensuring the appropriate policy is followed.
Central Office	• Responsible for HR/AP process designs • Provide subject matter expertise in technical/complex areas • Interface with HR/AP business partners and institutional leadership • APO is notified by College/School directors of AP of offboardings and retirements for academic positions
Transactional Unit	• Primary point of contact for managers and unit level leadership • Represent the needs of the individual business unit • Initiates UCPath Template for Voluntary Offboarding & Retirement • Opens UCPath cases on behalf of employees when needed (see On Behalf Case Management Matrix) • Monitors Transaction Status page for transaction status • AWE Approver for transaction (for Phase II)
Shared Services	• AWE Approver for transactions (for Phase I) • Transacts final pay • Maintain performance metric spreadsheet (AWE denials & UCPC cancellations)
UCPath Center	• Processes Voluntary Termination/Retirement templates • Notifies initiator when transaction is canceled or approved • Processes final pay per policy/bargaining unit contracts

Inputs and Outputs

Inputs are the decisions, data, documents required to initiate the **overall** process. Owners are the "suppliers" of those inputs.

Outputs are the data, documentation, records, reports, or experiences that the **overall** process is supposed to produce over the course of its execution. Customers are the recipients of those outputs.

Input/Output	Owner or Customer	Description
Input	Employee	Decision to end employment by submitting written documentation of separation with intended last day of employment
Input	Transactional Unit	Initiate Voluntary Termination or Retirement Template in UCPath
Input	Shared Services Center	Initiate Final Payment upon AWE approval
Input	Transactional Unit	Offboarding checklist
Output	Transactional Unit	Provide employee with separation resources (e.g. unemployment insurance, former employee portal)
Output	UCPath Center	Courtesy letter of access removal (UCPath Portal)

Performance Metrics

What are the proposed or aspirational performance metrics desired to measure the efficacy of the **overall** process? These can be leveraged from the as-is process, influenced by the UCPath processes or new metrics not currently measured. Step/Activity level SLAs will be captured in the detailed design phase.

Metric Type	Metric Description	Measurement Method
Duration	How long should it take to perform the overall process?	Cognos Report, internal SSC spreadsheets
Service	What is the desired level of customer satisfaction with the process?	Satisfaction Survey
Accuracy	What is the acceptable threshold for errors or re-work in the process?	Cognos Report, internal SSC spreadsheets
Efficiency	What time or financial resources are required to support the end-to-end process?	Cognos Report / Staffing Analysis

Process Context

Use this section to note clarifying information on steps in the mapped process(es) where needed to help explain reasoning behind changes to the as-is process. This is not a place to document a comprehensive listing of all level three activities related to each process step.

Process Name/Step	Context/Information	Is this a new step in the To-Be Process?
Step 4a	If the employee is a non-resident, the department /transactional unit will notify the International Students and Scholar's Office of their departure.	Yes (previously automated)
Step 6	Voluntary Termination/Retirement template in UCPath is initiated by the Transactional Unit Initiator	No
Step 7a/7b	In the event that the Voluntary Termination/Retirement template is denied by the AWE approver in the SSC, the template is returned (with comments) to the Transactional Unit Initiator to correct and resubmit. The Transactional Unit Initiator will not be able to clone the transaction at this point.	No
Step 10b	In the event that the Voluntary Termination/Retirement template is cancelled by UCPC WFA Productions, the template is returned (with comments) to the Transactional Unit Initiator to correct and resubmit. At this point, the transaction can be cloned by the Transactional Unit Initiator (as long as UCPC WFA Production **cancelled** the transaction). The Transactional Unit Initiator will also email their SSC to inform them of the cancellation and ask to advise in the event that the transaction was incorrectly cancelled.	Yes
Step 12	Once the Voluntary Termination/Retirement Template is approved by UCPC WFA Production, the Transactional Unit Initiator is notified via email.	No
Step 12a	After receiving notification that the Voluntary Termination/Retirement Template was approved, the Transactional Unit Initiator checks Job Data to ensure that the Offboarding was entered correctly.	No
Step 12b	In the event that the offboarding was entered incorrectly into Job Data, the Transactional Unit Initiator opens a case with UCPC.	No
Step 14	Shared Services coordinate final payment request – handoff is defined as the receipt and approval of AWE for Phase I. No other notification will be needed.	No

V. Detailed Design

With the exception of the parking lot, this section will be completed during the detailed design phase of the project

Local System Impacts/Needs

Placeholder for analysis of system needs, capabilities, gaps. Will leverage UCPath capability requirements and as-is process tools analysis as applicable

- EACS changes
- AWE changes
- ServiceLink changes

- Snapshot changes

Campus Change Impacts

Placeholder for change impacts as a result of the optimized process design.

See OCM Plan for Voluntary Termination/Retirement.

VI. Document Signoff

Use this table to list approvals for this document

Date	Approver	Status
05/09/2019	Heidie Rhodes	Approved - *Heidie Rhodes*
Mm/dd/yyyy		
Mm/dd/yyyy		

5/14/19 Approved Antonette Toney