Business Process Design	Revision Number	3	Date:	5/9/2019

PERSONAL DATA CHANGE & PERSON PROFILE APPROVAL ROLE

UCR Business Process Design

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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
5/2/2019	Kathleen Cool	Draft 2
5/9/2019	Kathleen Cool	Final Version

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.

Personal Data Changes begin with the employee's decision to update personal data in UCPath and ends with the notification to the employee that the necessary changes took place. An employee or administrator can initiate these Personal Data Changes. The Personal Data Change may result in additional follow up (e.g., benefits implications, supporting documentation) that is outside the Personal Data Change.

Employees can initiate Personal Data Changes through the following methods:
- Employee Self-Service (ESS)
- Case Management
- Via the location initiator through the Personal Data Change Template
- On behalf of the employee via location initiator through Personal Information

Depending on the type of personal data change, the following may occur:
In some cases validation of data must be supported by appropriate documentation.
Some changes made through ESS directly update UCPath.
Different types of Personal Data Changes have varying documentation requirements, tools and levels of UCPath Center Involvement.
Validation of data through the Social Security Number Verification Service (SSNVS)
Locations will not be required to verify the documentation for these requests but should follow local practice regarding I-9 re-verification due to name changes.
When mismatches occur in the SSNVS process, UCPath will notify employee to resolve. The UCPC will be responsible for responding to "no match" letters and any administrative duties that the process requires (including but not limited to - reach out to employee, tracking reach outs/responses and any required notifications).
Location may utilize the Personal Data Change Report to identify employees who have made name changes.

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UCR

Template Transactions – Action Reason Codes and Description for Personal Data Change

Template/Description/Action	Action Reason	Description
Template: UC_PERSON_DATA **Description:** UC Personal Data Changes **Action:** NA	NA	NA

Smart HR Transactions

Enter Transaction Details

The following transaction details are required.

Template UC Personal Data

Organizational Relationship Employee

Country United States

Category Code UC Personal Data Changes

*Employee ID

*Effective Date 04/08/2019

*Address Format United States ▼

Continue   Cancel

Direct Input of Personal Data in UCPath on Behalf of the Employee

Data Point	UCPath Navigation
Additonal Names	PeopleSoft Menu > Workforce Administration > Personal Information > Biographical > Additional Names
Emergency Contacts	PeopleSoft Menu > Workforce Administration > Personal Relationships > Emergency Contact

Data Point	UCPath Navigation
Security Clearance	PeopleSoft Menu > Workforce Administration > Personal Information > Security Clearance

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.

ABSSC Core Team Process Owner:

- AVC Human Resources,
- AVP Academic Personnel

Functional Process Lead:

- UCPath HR Implementation Manager
- UCPath AP Implementation Manager

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

- ▪ Business process mapping for this phase will include
  - o Transactional Unit
  - o Shared Service Center
  - o UCPC

Policy, Procedures, Guidelines

Business Rules	**Plan/Program/Policy**	**Implications**
No documentation required for	Email address (personal) Emergency contact Home and mailing addresses Disclosure of information Phone number (personal)	This information will write directly to the database and no intervention is needed by the UCPC unless the employee calls for assistance will walk through ESS.
Documentation required for	Education Degree/Highest Degree Achieved Licensure/Certification Legal Name (verified through SSNVS)	UCPC will use SSNVS to check for legal name changes, date of birth, and Social Security Number (SSN) corrections. SSNVS is a government service already used by some campuses and will be expanded to UCPC. The locations will maintain responsibility for verifying documentation for changes to Education Degree/Highest Degree Achieved and Licensure/Certification.
Social Security Number Verification Service (SSNVS)	http://www.socialsecurity.gov/employer/ssnvsHandbook.pdf	Use the handbook to walk through the process of verifying Name, DOB and SSN in the SSNVS.

The complete Transactional Matrix for this process (Person Data Changes/Person Profile Approval Role) can be accessed here.

Staff

UCR Local Procedure 21: Selection and Appointment

Academics

[Academic Personnel and Programs – II. Appointment and Promotion](#)

Academic Considerations

This section contains key academic considerations during voluntary termination.

AP Consideration	Description
Degree Validation	AP Degree Validation (when required) is the responsibility of the department. When Transactional Units receive request to update Highest Education Level and/or Licensures & Certifications for an Academic employee, the department will be contacted offline.

Assumptions & Decisions

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

Assumption	Description
1	Transactional Units may utilize a Person Data Template directly within UCPath. However, if employees request data changes directly within UCPath, they will still need to occur via ESS or Case Management.
2	Employee Self-Service Transactions that impact Personal Information do not have approval workflow; however, UCPath will be configured to separate those items that are written to the database upon submission of the employee and those that require UCPC intervention, such as legal name change.
3	"Person Profile" changes (e.g. Education/Degree and License/Certification changes) will be a local business process – initiated/approved by Transactional Unit
4	UCPC will use Social Security Number Verification System (SSNVS) to check for legal name changes, date of birth and Social Security Number (SSN) corrections.
5	In the case of "no match" during the SSNVS process, UCPC will be responsible for reaching out to employees. UCPC will adhere to any business requirements dictated by collective bargaining/side letters, although employees will need to contact SSNVS to remediate issues. If the transaction was intiated by a Transactional Unit using a Template, UCPC will reach out to the initiator in the Transaction Unit.

Assumption	Description
6	Facsimile or photocopy of government issued identification will be acceptable for gender change requests.
7	The Employee Self Service portal will guide employees in making the right selection when initiating a personal data change.
8	Business Email address will not be enterable through ESS and will instead be updated in UCPath by an IDM interface.
9	Employees are encouraged to make personal data changes directly via ESS or Case Management when no verication is required.
10	If a gender change is submitted via Personal Data template, the Transactional Unit will complete any verification of documentation during the approval process. UCPath Center will not re-verify the update.
11	Employees reaching out directly to the UCPath Center with personal data change requests can contact via phone, if necessary. UCPath Center will then create a case on their behalf.

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.

Option 1 (Employee Submits via Employee Self-Service)

Employee enters personal data change (see Personal Data Changes Matrix for available transactions) in Employee Self-Service.

With the exception of a legal name change request, the personal data change writes directly to the database in UCPath.

Requests to update Highest Education Level and Licensures & Certifications are sent to the employee's Transactional Unit for verification and approval. Approval remains at the Location.

In the case of a legal name change request, UCPC runs proposed legal name through the Social Security Number Verification Service (SSNVS) via UCPC.

Option 2 (Employee Submits via UCPath Case Management)

Employee opens case with UCPC requesting personal data change (see Personal Data Changes Matrix for available transactions).

The following transactions are verified using SSNVS in UCPC: Legal Name, Date of Birth, Gender, Social Security Number before writing to the database.

Requests to update Highest Education Level and Licensures & Certifications are sent to the employee's Transactional Unit for verification and approval. Approval remains at the Location.

Option 3 (Transactional Unit Submits UCPath Transaction Request)

Transactional Unit initiates a Pesonal Data Change Template Transaction request in UCPath (see Personal Data Changes Matrix for available transactions).

All Template Transactions are reviewed (AWE) by the Shared Services Center for compliance. Veteran Status, Highest Education Level, Ethic Groups, Home/Mailing Address, Phone Numbers and Email Addresses are approved at the location and write directly to the database after AWE approval.

The following transactions are forwarded to UCPC for review and SSNVS check: Legal Name, Date of Birth, Gender, Social Security Number.

Option 4 (Transactional Unit Enters Changes to Additional Names, Emergency Contacts, and/or Security Clearance Directly into UCPath Personal Information)

Transactional Unit enters changes to Additional Names, Emergency Contacts, and/or Security Clearance (only used for LiveScan ID) directly into UCPath Personal Information.

Change(s) write directly to the databases. No AWE required.

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Roles Description

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

Role Name	Role Description
Employee	• Enters Personal Data Change in Employee Self-Service • Opens a case with UCPC to change personal data
Transactional Unit	• Initiates UCPath Personal Data Change Template Transaction Request. • Enters Additonal Names, Emergency Contacts, and/or Security Clearance on employee's behalf. • Reviews and approves locally-approved change requests (highest degree earned and any certifications or licensures) • Verifies documentation for Gender change (if not initiated via SSNVS)
Shared Services	• UCPath AWE Approver for Template Transactions
UCPath Center	• Runs select proposed changes through SSNVS • If no match, UCPC contacts the employee/transactional unit that the change was not approved

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	Makes Personal Data Change in Employee Self-Service
Input	Employee	Opens a UCPC case requesting Personal Data Change
Input	Transactional Unit	Initiates Personal Data Change Template in UCPath
Input	Transactional Unit	Makes changes on behalf of employee in UCPath Person Profile (Additional Names, Emergency Contacts, Security Clearance)
Output	UCPath Center	Notifies employee or transactional unit that SSNVS did not yield a match and the request was denied.

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?	Error Logs & Transaction Status Report
Service	What is the desired level of customer satisfaction with the process?	Surveys/Focus Groups
Accuracy	What is the acceptable threshold for errors or re-work in the process?	Error Logs & Transaction Status Report
Efficiency	What time or financial resources are required to support the end-to-end process?	Error Logs, Transaction Status Report, Staffing Reports and Budget 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?
Option 1, Step 2b	Transaction initiated by the employee via Employee Self-Service to update Highest Education Level and Licensures & Certifications is routed to the corresponding Transactional Unit by UCPC for approval/denial.	No
Option 2, Step 2b	Transaction initiated by the employee via Case Management to update Highest Education Level and Licensures & Certifications is routed to the corresponding Transactional Unit by UCPC for approval/denial.	No
Option 3, Step 2	Person Data Change Template Transaction is Initiated by the Transactional Unit, instead of by the Shared Services Center	No

Process Name/Step	Context/Information	Is this a new step in the To-Be Process?
Option 3, Step 8	It is the responsibility of the Transactional Unit to monitor approval/rejection of the Template Transaction by UCPC. It is also their responsibility to verify the information in UCPath once the request has written to the database.	No
Option 3, Step 9a	In the event that personal data written to the database is incorrect, it is the responsibility of the Transactional Unit to open a case with UCPath the correct the data.	No
Option 4, Step 1	Transactional Unit Initiator enters Additional Names, Emergency Contacts and/or Security Clearance in UCPath Personal Information at the request of the employee.	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
- ServiceLink changes

Campus Change Impacts

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

See OCM Plan for Personal Data Change/Person Profile Approval Role.

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	Alfred Karam	Approved *Alfred Karam*
Mm/dd/yyyy		

5/14/2019 Approved Antonette Toney