UCR TO-BE PROCESS DESIGN

Business Process Design On Behalf Case Management

Authors	**Antonette Toney & Alexandra Rollins**
Document Status	Final
Approval Status	
Last Update	5/6/2019

MAY 6, 2019

UC RIVERSIDE
UNIVERSITY OF CALIFORNIA

14350 MERIDIAN PARKWAY RIVERSIDE, CA 92518

Contents

I. Document Change Log

Use this table to summarize changes made to this document

Date	Editor	Summary of Changes
4/5/19	Alexandra Rollins	Draft 1
5/6/19	Alexandra Rollins	Final

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.

Definition of On Behalf of Case Management

- On Behalf 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.

- On Behalf Cases are also entered for Persons of Interest as UCPC is the only entity to update a Person of Interest Information.

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*

Operating Model for Phase 1 and Phase 2

- This includes the roles and org structure for the future state
  - Roles
    - Employee
      - Employee opens ticket for themselves
      - Employee has question or Escalation
      - AP/Staff Employee has question or Escalation and emails UCPathhelp@ucr.edu for AP or FOMUCPath@ucr.edu for Staff
    - Transactional Unit
      - Transactional Unit receives employee request(s) and opens a Case on Behalf of Employee
    - Shared Service Center
      - 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
      - AP/Staff Team member receives employee ticket and opens up a ticket on behalf of employee with UCPC
      - Receives escalated case(s)
      - Opens case(s) that fall within Central Office purview
    - UCPC
      - WFA Production
      - Receives and resolves Employee Case(s)
  - Business process mapping for this phase will include
    - Employee
    - Transactional Unit
    - Shared Service Center

- o Central Office
- o UCPC

Policy

There are no policies/procedures, link to Job Aid.

Assumptions & Decisions

This section describes the key assumptions and decisions made in relationship to this process design.
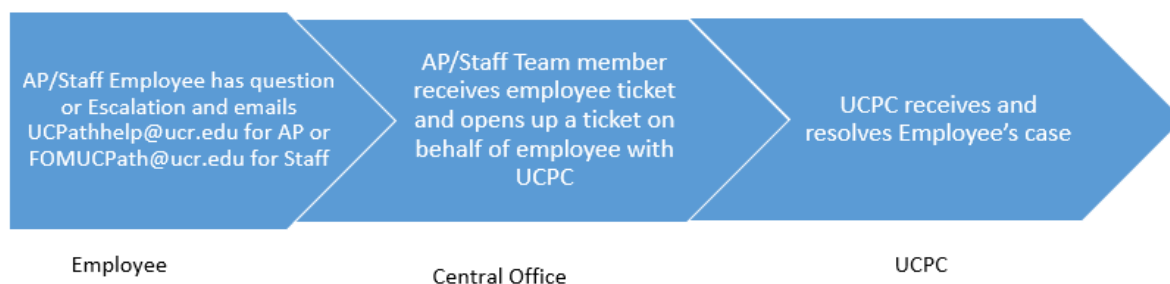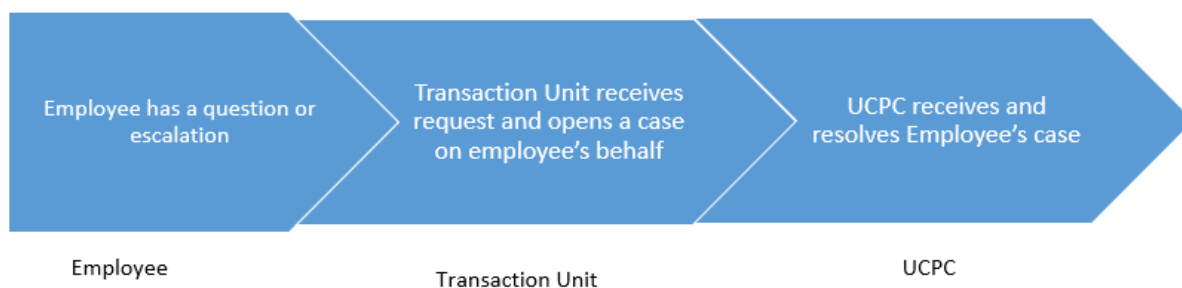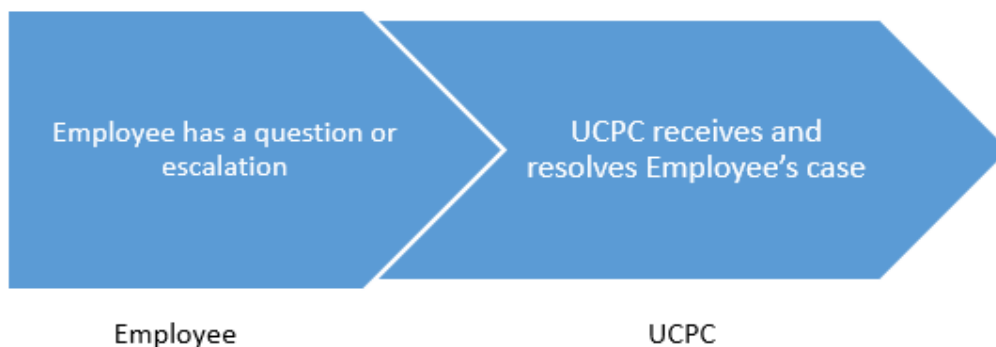
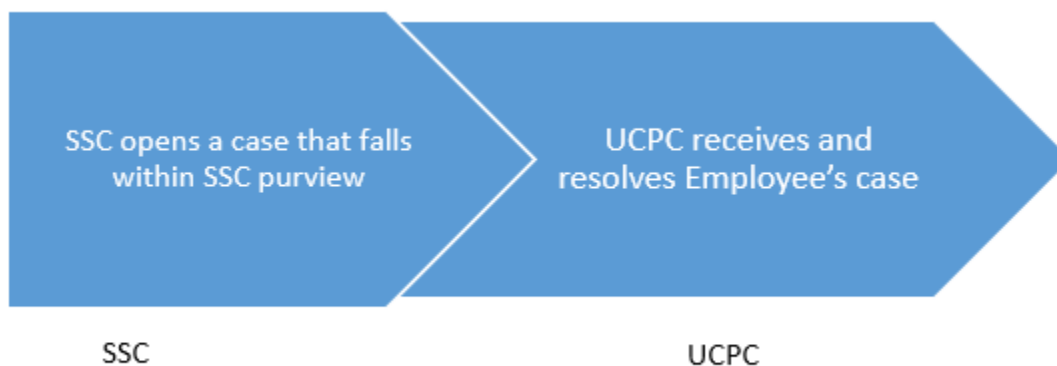Pull the assumption CWR Workbook. Add additional assumptions for our campus

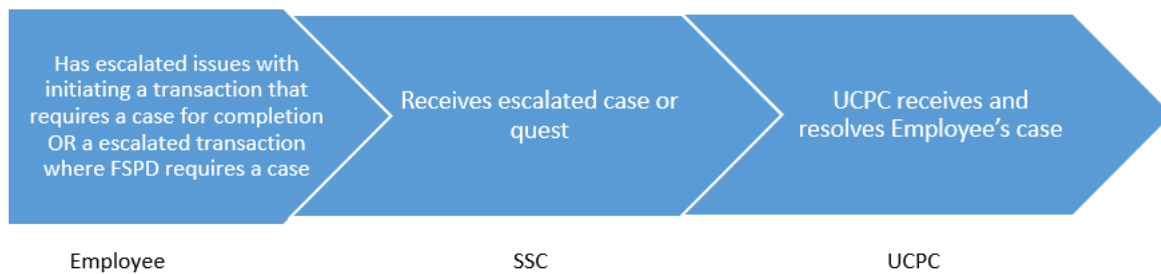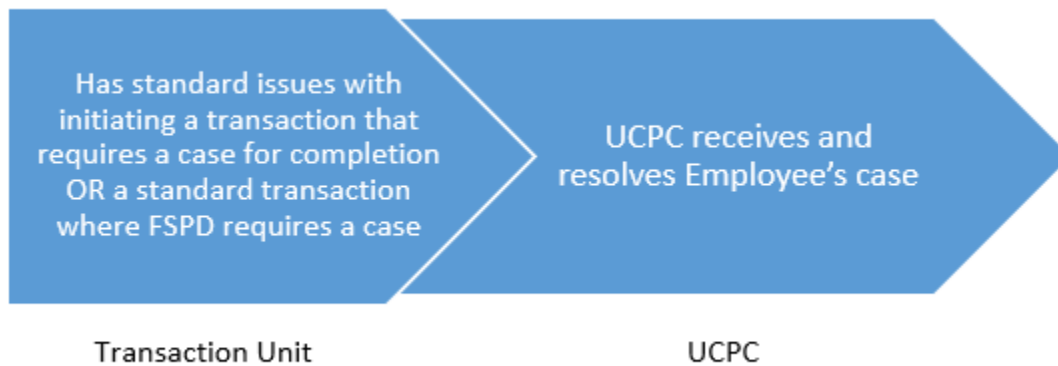| Description |
|---|
| 1. All necessary location level approvals are in place and all necessary consultations, communications, policy and procedures have been followed |
| 2. Locations receive sufficient best practices, guidelines, and definitions for opening Cases, including who is going to what and how |
| 3. As part of the development of a Service Level Agreement (SLA) between the UCPC and each location, there will be the inclusion of estimated turnaround time to process transactions within UCPath by the UCPath Center |
| 4. Any transactions initiated at the Transactional Unit that involves STANDARD corrections or require a case for non-pay impacting non-benefit related issuesExamples are: Date of Birth typosPersonal Data Typos |
| 5. Any transactions defined as ESCALATED to the SSC and INITIATED by the SSC needs to be corrected or have cases opened by the SSC ONLY. Transactional units should NOT open cases for these escalated items |
| 6. Any PAY related transactions that require a correction or a case that involves the following fields should go to the SSC: Comp Rate, Job Frequency, Effective Date, FTE Pay Group, Additional Pay, and One-Time Pay, should go to the SSC |
| 7. Any ACCRUAL or BENEFITS related issues that require a correction or a case. For example DCP Retirement, Cancellation of Benefits, Issues with reinstatement, Deductions, A lapse in benefits coverage, and Damage Payments, should go to the SSC |
| 8. Any transactions initiated in the Central Office, Shared Service Center or Transactional Unit needs to be corrected by the Initiator of the Case. Any transactions managed by the central office example: Glacier Issues |

III. 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.

Employee → UCPC

Employee has a question or escalation → UCPC receives and resolves Employee's case

Employee | UCPC

Employee → Transaction Unit → UCPC

Employee has a question or escalation → Transaction Unit receives request and opens a case on employee's behalf → UCPC receives and resolves Employee's case

Employee | Transaction Unit | UCPC

Employee → Central Office → UCPC

AP/Staff Employee has question or Escalation and emails UCPathhelp@ucr.edu for AP or FOMUCPath@ucr.edu for Staff → AP/Staff Team member receives employee ticket and opens up a ticket on behalf of employee with UCPC → UCPC receives and resolves Employee's case

Employee | Central Office | UCPC

Has standard issues with initiating a transaction that requires a case for completion OR a standard transaction where FSPD requires a case

UCPC receives and resolves Employee's case

Transaction Unit   UCPC

Has escalated issues with initiating a transaction that requires a case for completion OR a escalated transaction where FSPD requires a case

Receives escalated case or quest

UCPC receives and resolves Employee's case

Employee   SSC   UCPC

SSC opens a case that falls within SSC purview

UCPC receives and resolves Employee's case

SSC   UCPC

UCR To-Be Process Design

Business Process Design On Behalf Case Management	*Revision Number*	*1*	*Date:*	*5/8/2019*

UC**R**

Has escalated issues with initiating a transaction that requires a case for completion OR a escalated transaction where FSPD requires a case

UCPC receives and resolves Employee's case

Central Office

UCPC

Opens a case that falls within Central Office purview

UCPC receives and resolves Employee's case

Central Office

UCPC

Employee goes directly to SSC

SSC opens case on behalf of employee

UCPC receives and resolves Employee's case

Employee

SSC

UCPC

Roles Description

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

Role Name	Role Description

Transactional Unit Initiator	• Primary point of contact for managers and unit level leadership
	• Resolves issues and opens STANDARD 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
	• Transactional Unit needs to reach out to SSC or Central Office with the following issues:
	    ○ 1. Faculty Merit and Promotions
	    ○ 2. Death benefits
	    ○ 3. Minimum Wage Increases
	    ○ 4. Range adjustments etc.
	    ○ Note: RSSC is coming to the Central Office for these benefits items

ORG Authority	• Responsible for ensuring the appropriate policy is followed.
Shared Service Centers	• 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)

Business Process Design On Behalf Case Management	*Revision Number*	*1*	*Date:*	*5/8/2019*

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	Customer	Employee Name
Input	Customer	Employee ID number

Performance Metrics

What is 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.

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 activities related to each process step.

Process Name/Step	Context/Information	Is this a new step in the To-Be Process?
Step 1c	Transactional Unit has standard issues with initiating a transaction that requires a case for completion OR a standard transaction where FSPD requires a case	Yes

Business Process Design On Behalf Case Management	Revision Number	1	Date:	5/8/2019

Process Name/Step	Context/Information	Is this a new step in the To-Be Process?
Step 1d	Transactional Unit Has escalated issues with initiating a transaction that requires a case for completion OR a escalated transaction where FSPD requires a case. Transactional Unit needs to reach out to SSC or Central Office with the following issues: 1. Faculty Merit and Promotions 2. Death benefits 3. Minimum Wage Increases 4. Range adjustments etc. Note: RSSC is coming to the Central Office for these benefits items	Yes
Step 1e	SSC opens a case that falls within SSC purview	No
Step 1f	Central Office has escalated issues with initiating a transaction that requires a case for completion OR a escalated transaction where FSPD requires a case	Yes
Step 1g	Opens a case that falls within Central Office purview	Yes
Step 1i	SSC reaches out to department so they can open a case on behalf of employee	Yes
Step 2a	Transactional Unit receives request and opens a Case on Behalf of Employee	Yes

IV. 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

Change impacts as a result of the optimized process design.

- The submission of template transaction for On behalf Case Management will be initiated by several units. On Behalf cases used to be done by the Employee, SSC and Central Office only. The Transactional Unit will now be able to open up on behalf cases.

- Transaction Roles
  - Employee
    - Employee opens ticket for themselves
    - Employee has question or Escalation
    - AP/Staff Employee has question or Escalation and emails UCPathhelp@ucr.edu for AP or FOMUCPath@ucr.edu for Staff
  - Transactional Unit (New)
    - Transactional Unit receives employee request(s) and opens a Case on Behalf of Employee
  - Shared Service Center
    - 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
    - AP/Staff Team member receives employee ticket and opens up a ticket on behalf of employee with UCPC
    - Receives escalated case(s)
    - Opens case(s) that fall within Central Office purview
- New Policy Guidelines
  - AP/HR is working on a matrix that outlines what transactions should be opened by whom and what issues should be elevated.

V. Document Signoff

Use this table to list approvals for this document

Date	Approver	Status
05/08/2019	Heidie Rhodes	Approved - *Heidie Rhodes*
Mm/dd/yyyy	Alfred Karam	Approved *Alfred Karam*
Mm/dd/yyyy		

5/13/19   Antonette Toney   Approved