

On Behalf Case Management Future State – Callouts

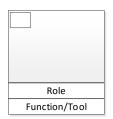
| Process Name/Step | Context/Information | Is this a new step in the To-Be Process? |
|-------------------|---|--|
| Step 1c | Transactional Unit has standard issues with initiating a transaction that requires a case for completion OR a standard transaction where FSPD requires a case | Yes |
| Step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



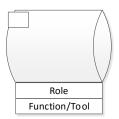
Shows the start and end of a process. The text should indicate the trigger action or condition that puts the process flow in motion or indicates that it is complete.

Task/Activity



Captures a specific task or activity. Written starting with a verb ("Prepare Form"). A box should reflect a single role and tool to complete a specific output.

Automatic Process



Represents a process, task, or activity that is accomplished through a system or program. For example, "Upload Data (Nightly)".

Off-page reference



Shows the continuation of the flow on another page. Label the inside of the symbol with a capital letter and number (e.g., "A/2" indicates look for point A on page 2).

One way connection



Connection arrows show the direction that the process flows.

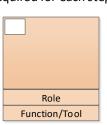
Roles and Tools



These annotation boxes are placed below task/activity boxes or decision points to clarify the generic role that performs the step (e.g., "Manager") and/or to clarify the functionality or tool that supports it, e.g. Workflow, PPS. These boxes are not required for each step.

UCPath Central Process

Color indicates processes performed by UCPath as defined on related Central FSPD Maps (cannot be revised on local map)

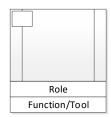


On-page Reference



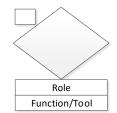
On page connectors link one point in a process flow diagram to another. They help reduce flow lines that cross other shapes and lines. They are labeled with capital letters to show matching jump points.

Subprocess



Indicates another process or set of processes formally defined elsewhere. For example, "Perform Background Check" as part of the Onboarding process.

Decision



Or Connector



Shows when processes diverge, usually for more than two branches. Can be helpful in indicating variations (e.g., one path for Faculty, one for Staff, one for Students).

Consultation/Collaboration



Consultation/collaboration lines link two task/activity boxes that are performing the same function together or in consultation with each other. Not used for formal reviews or approvals.

Annotation

Issues, questions, simple variations

Provides comments or clarification to a task, connector, or subprocess. Helpful to indicate where there is variability or inefficiency or where complex rules may apply to how a particular task is completed

UCPath Local Process

Color indicates processes performed by Local Campus as defined on related Central FSPD Maps (cannot be revised on local map)

