

UNIVERSITY
OF
CALIFORNIA

UCPath

GLOSSARY

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UCPath GLOSSARY

TERM	DEFINITION	MAY ALSO BE CALLED
Absence Management	Absence Management is a module in UCPath Online where UC leave administrators will be able to plan and manage absence events (including extended leaves) and calculate vacation and sick time within a single system of record for all paid time off.	Leave Administration
Business Unit	See Location	
Case	<p>An online ticket/request that can be opened in UCPath Online where UC employees and managers can request help and track service requests from the UC staff at the UCPath Center.</p> <p>Advantages:</p> <ul style="list-style-type: none"> • You will be able to open a case whenever you have an issue/request (24 hours a day, 7 days a week.) • You will be able to submit a request on behalf of someone else • You will be able to attach supporting documents • You will be able to control the initial description of your issue/request • Information will be collected in one place • You will be able to watch/track your problem or request until it is resolved 	Ticket/Request
Central (UCPath) Team	<p>The central UCPath team working to implement UCPath for and with all location teams The central team is not inclusive of UCPath project teams at the UC locations or the UCPath Center staff.</p> <p>This team is primarily based out of the UC Office of the President in Oakland, CA.</p>	All-Hands, UCPath PMO
Change Management	<p>The application of a structured process and set of tools for leading people through organizational changes.</p> <p>The UCPath Organizational Change Management (OCM) team includes communications, change management, and training.</p>	Organizational Change Management (OCM)
Future State Business Process	The approximately 100 processes in the areas of payroll, benefits, finance/GL integration, absence management, compensation and human resources/workforce administration that have been standardized among all UC locations as a part of UCPath. These processes determine what work is done by the UCPath Center and what work is done by UC Locations.	FSPD

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IVR System	<p>IVR stands for “Interactive Voice Response System.” This technology is in place at at the UCPath Center andallows callers to route their call to the right area or service representative when calling for assistance.</p>	Interactive Voice Response System
Job Code	<p>Job codes are used to define job titles and related classifications, including Job Families, FLSA, Compensation Rate Ranges and Steps and EEO compliance categories.</p> <p>Job codes are different from positions. All employees will be assigned a job code; however, positions can be tracked without an incumbent.</p> <p>For example, a job code may represent the Administrative Assistant title, and that job may have different administrative assistant positions – one in Human Resources and another in Finance.</p> <p>Positions track details for a specific job in a specific department, location, union and funding source regardless of whether an incumbent exists.</p>	Title Code (in PPS)
Leave Administration	See Absence Management	
Life Event	A change in the status of the employee, such as birth of a child, death of a spouse, marriage or divorce.	

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Location	<p>A UCPath-specific umbrella term for the campuses, health systems and other UC programs/organizations that will be transitioning to UCPath. UCPath locations include:</p> <ol style="list-style-type: none"> 1. Berkeley 2. Davis 3. Davis Health System 4. Irvine 5. Irvine Health System 6. Merced 7. Riverside 8. San Diego 9. San Diego Health System 10. Santa Barbara 11. Santa Cruz 12. UCLA 13. UCLA Health System 14. UCSF 15. UCSF Health System 16. UC Office of the President (UCOP) 17. Agricultural & Natural Resources (ANR) 18. ASUCLA (Associated Students of UCLA) 19. Hastings School of Law 20. Lawrence Berkeley National Laboratory <p>Each of the 20 locations is identified in the UCPath Online system as a 'Business Unit', which will be used to segregate information for reporting and system security access.</p>	Business Unit
Pillar	See Team	

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Pilot(s)	<p>Pilot locations will be the first to go live with UCPath.</p> <p>UCPath will roll out as a three-stage pilot, starting with the UC Office of the President (UCOP). This allows UCPath to be deployed first to a relatively small population: a few more than 1,700 employees, nearly all of them in non-academic positions.</p> <p>Benefitting from lessons learned from UCOP, UC Santa Cruz will go live next, bringing UCPath to the academic/faculty population for the first time. The third and final pilot includes UC Merced, ASUCLA, UCLA and the UCLA Health System representing the first health system transition to UCPath.</p> <p>The remaining UC locations will go live in three groups:</p> <ul style="list-style-type: none"> • UC Davis, UC Davis Health System, UC Irvine, UC Irvine Health System, UC Riverside and ANR • UCSF, UCSF Health System and UC Santa Barbara • UC San Diego, UC San Diego Health System, UC Berkeley, LBNL, and Hastings <p>The go-live date for UCOP is currently pending approval; see the UCPath home page for the latest information.</p>	
Position Management	<p>Position Management is a module in UCPath Online that defines and standardizes information for approved positions with or without an incumbent.</p> <p>Attributes include: home department, job code, standard hours, FTE, union affiliation, maximum headcount, reporting relationship, etc.</p> <p>In most cases, there will be one position for each employee.</p> <p>However, multiple incumbents with the same position attributes may be assigned the same position. Position Management is useful for recruitment, succession planning, monitoring turnover, etc.</p>	
PPS	<p>The 35-year-old system that will be replaced by UCPath Online. Currently within the UC System, there are 11 versions of PPS, with data definitions and policies/rules applied differently at each location.</p>	Payroll/Personnel System

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Service Partnership Agreement	<p>This Service Partnership Agreement (SPA) outlines the roles and responsibilities for both the UCPath Center and the locations/partners as it relates to UCPath.</p> <p>The SPA establishes:</p> <ul style="list-style-type: none"> • How oversight and governance will be provided • Methods used to measure quality and performance • Commitments the UCPC will provide to locations/partners • Working assumptions and service constraints • Roles and responsibilities of all parties to set fundamental standards • Feedback procedure that details the value placed on continual improvement, and the process for locations/partners to provide feedback on services received 	SPA
Single sign-on	UCPath has a goal of “single sign-on.” The idea is that UC employees will use their current UC logins to access UCPath Online.	SSO
Spotlight(s)	<p>Spotlights are in-person and virtual sessions about UCPath for HR/payroll (and other closely related) staff.</p> <p>These town hall-style events are produced by central UCPath Organizational Change Management team and a Location Communications or Change team during the months leading up to a UC location’s UCPath go-live date.</p> <p>Spotlight Goals:</p> <ul style="list-style-type: none"> • Provide HR/payroll staff with relevant, high-level information about upcoming changes • Share information with the community who will be most impacted by changes as a result of UCPath before it is shared with other employees at that location • Create a forum for discussion 	
Subject Matter Expert	An individual who is an expert or authority in a particular area or topic.	SME (pronounced “smee”)
Team	Each workstream in the UCPath central program is referred to as a “team.” Before January 2015, these teams were called “pillars.”	
Ticket	See Case	

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UCPath	<p>UCPath is the critical business transformation program of the University of California.</p> <p>The current (first) stage of UCPath includes three components:</p> <ol style="list-style-type: none"> 1. Replacing UC's 35-year old payroll/personnel system with a single new payroll and HR technology system 2. Standardizing and streamlining payroll and HR processes systemwide 3. Centralizing certain HR, Academic Personnel and payroll transactional processes within a shared service center <p>UCPATH = UC Payroll, Academic Personnel, Timekeeping* & Human resources.</p> <p>*Timekeeping is still under consideration for a later phase. The focus of the current phase is Payroll, Benefits, Absence Management, Compensation and Workforce Administration.</p>	
UCPath Center	<p>The UC systemwide shared services center in Riverside, CA.</p> <p>The Center will consolidate routine transaction processing and employee support for some tasks in the areas of payroll, benefits, absence management, compensation, and workforce administration. Services include:</p> <ul style="list-style-type: none"> • Answering basic questions in these areas • Conducting pre, payroll and post-payroll processing • Managing benefit enrollment and administration • Processing job, data and pay change and maintain employee records • Facilitating the set up and maintenance of leave of absence program structure <p>The Center will be staffed from 8 a.m. to 5 p.m. Monday through Friday and will likely employ up to 420 people by the time UCPath is fully rolled out to all UC locations.</p>	UCPC
UCPath Center Employee Services	<p>The employee services team is the first point of contact for those who contact the UCPath Center.</p> <p>Employee services will provide assistance to UC faculty and staff via UCPath Online (cases), telephone, e-mail, fax and regular mail.</p>	

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UCPath Online	<p>The interface to all tools, systems, and technologies related to UCPath. UCPath Online will be available 24x7 and will replace much of AYSO as well as PPS.</p> <p>UCPath Online includes:</p> <ul style="list-style-type: none"> • PeopleSoft: an industry standard Human Resource Management Systems software • Salesforce: a best in class customer relationship management (case management/ticketing) software <p>Several interfaces with campus systems will be built so that data in local systems can be shared with UCPath.</p> <p>UC employees will be able to:</p> <ul style="list-style-type: none"> • Submit questions via case management • Track requests • Look up answers in a knowledge base • Review/Change certain employee information directly such as: <ul style="list-style-type: none"> ○ Name ○ Address ○ Emergency Contact ○ Paycheck/W2 information ○ Benefits information ○ Open enrollment ○ Direct deposit ○ Life event changes <p>UC managers (who have approval access) will see relevant, work-related information about their employees in one place (the Manager Dashboard). There, they can:</p> <ul style="list-style-type: none"> • Approve certain transactions through automated approval routing tools • Review the status of transactions and approvals • Ciew employee personal information and reporting relationship • Find management and support information 	Self-service, portal, system, tool
UCPath Center Production	<p>The UCPath Center’s production unit will provide timely and accurate processing of absence management, benefit, payroll, reporting, records fulfillment and work force administration transactions.</p> <p>In addition, production will serve as an escalation point for employee services when additional research, follow-up and processing is required.</p> <p>Production consists of five functional teams:</p> <ul style="list-style-type: none"> • Payroll • Benefits • Workforce administration • Records and fulfillment • Reporting and analytics 	

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User Acceptance Testing (UAT)	<p>UAT is the last phase of the software testing process. During UAT, end users test the software to make sure it can handle required tasks in real-world scenarios, according to specifications.</p> <p>UAT is one of the final critical software project procedures that must occur before new technology is rolled out.</p>	<p>Beta testing Application testing End user testing</p>
Workforce Administration	<p>Workforce Administration (WFA) is a module in UCPath Online to be used by HR administrators at UC locations and at the UCPath Center to manage an employee's lifecycle.</p> <p>WFA allows users to track and manage job related data, including managing pay and compensation, benefit eligibility programs, position and employee data, payroll and HR status.</p> <p>Other menus under the umbrella of HR information management include:</p> <ul style="list-style-type: none"> • Profile Management • Payroll for Additional Pay, Direct Deposit, Tax Info • Position Management • Faculty Events • Compensation - Employee Review 	<p>WFA</p>