

GENERAL FAQs

When will my campus transition to UCPath, and what support will the UCPath Center provide?

The UCPath Campus Pilot Deployment Group (UCLA, ASUCLA, UC Riverside & UC Merced) are scheduled to transition to UCPath August, 2017. After that date, employee paychecks for these locations will be processed by the UCPath Center. A new UCPath website, where employees perform a variety of self-service tasks or make an inquiry to the UCPath Center, will also be available beginning at Go-Live. Support for many HR, pay and benefits transactions will also transition to the UCPath Center. "Transactions" include things like processing new hires, direct deposit changes or health and welfare benefits enrollment. Support for retirement benefits will not transition to UCPath at this time. Local activities like recruiting and new employee onboarding will continue to be done at your campus.

What is UCPath?

UCPath is the University of California's critical project to implement a single payroll, benefits, HR and academic personnel solution for all UC employees. UCPath will replace UC's 35-year old Payroll/Personnel System (PPS) with a single new payroll and HR technology system, standardize and streamline payroll and HR processes systemwide, and centralize certain HR/APO and payroll transactional processes within the UCPath shared service center.

UCPath is mainly a change to our payroll and HR systems, right? What's wrong with the systems we're using today?

The Payroll Personnel System (PPS) used to pay the 190,000 employees of the University of California has been in use for nearly 35 years, with 11 different versions now running University-wide. PPS is difficult to use, maintain, and enhance, resulting in divergent customizations, development of shadow systems and inconsistent business processes that are costly to maintain and no longer provide timely and complete decision support data to manage UC's complex workforce.

Why are we transitioning to UCPath?

Through both cost savings and cost avoidance, the UCPath Project will enable UC to provide HR and payroll operations at a lower cost than today. Studies have shown that as much as 20% of the University's payroll/HR staff time is spent on problem resolution or rework. By implementing UC-wide payroll and HR systems and transforming related business processes, it is estimated that the University could achieve long-term cost and efficiency savings of \$31-\$123 million annually.

Didn't we start working on UCPath years ago? What's different now?

The original approach of UCPath focused on installing the software that would support HR and payroll. Because of the differences in the way each campus and medical center performs these functions, it was quickly evident that UC locations would need to collaborate to define standard ways to do this work in order to see value from the technology. More than 100 business processes were reviewed and standardized. As each location converts to UCPath, they will adopt these process changes along with implementing the software tools.

Is the plan to really get all campuses and medical centers onto ONE system?

Yes, the UCPath Center will provide support to all UC Locations by 2018. Full participation of all locations is necessary to ensure consistency of business processes across campuses and standardization, quality and efficiency of services.

UCPath is just new software, right? Why is it such a big deal?

While its true that UCPath includes a software replacement for key functions like payroll and timekeeping, it's more than that. In addition to standardized processes and new technology, UCPath will deliver a shared services center to support routine employee benefits and payroll transactions. The UCPath Center, in Riverside, CA, is already supporting UC Santa Cruz and UCLA with transactions in the legacy Payroll and Personnel System.

I'm a UC employee. What will change for me with UCPath?

At a very high level, UC employees will use UCPath self-service to view paychecks, PTO accruals, enroll in benefits & complete other HR transactions.

UCPath is a huge project with many moving parts! Who is ultimately responsible for ensuring successful implementations at each location?

Accountability for successful "go lives" and institutionalization of the UCPath processes and procedures is shared by the UCPath Project team and each location's UCPath team, including Steering and Advisory committees.

How will I learn about what I may need to do differently and when?

Various communications will begin to go to employees, Managers, and HR professionals in the weeks and months leading up to go-live. Training will be provided to most users and reference guides will be available.

Where do I go if I still have questions about the transition to UCPath?

More information about campus deployments and the UCPath program can be found on the UCPath project website: ucpathproject.ucop.edu. You can also contact UCPath anytime with questions at <mailto:UCPath@ucop.edu>

I read that UCOP went live on UCPath in November 2015. How did it go? What's next?

On November 30, 2015, UCPath successfully deployed at the UC Office of the President. Employees received regular communications prior to go-live and had easy access to online tutorials and reference guides. 24-hour web support and extended hours of phone support were available from UCPath Center beginning Nov. 30, 2015.

Other UC locations will follow in three subsequent deployments until the new system is fully operational for UC staff and faculty at all campuses and medical centers. The next locations to implement UCPath are UC Riverside, UCLA, UC Merced and ASUCLA.

How are we leveraging what we learned in the UCOP rollout to make the next rollouts better?

As a part of post-implementation activities at UCOP, the team has documented "lessons learned" from the initial deployment. As plans and timelines were developed for the pilot locations, many of these lessons were incorporated and will lead to positive outcomes. Additional "lessons learned" will be gained from the pilot and incorporated into planning for the following deployments.