QUESTIONS FROM UCOP EMPLOYEES

PRIMARILY FROM STAFF TOWN HALLS AND EMAIL INQUIRIES

Q: Why are there so many testing phases to get UCPath live?

A: Multiple phases of testing are a “best practices” process for testing. It is imperative for each portion of a new program to be tested completely. We have all clicked on a link that went nowhere or received an error and been tossed out of a program, causing us to lose our work. This is often due to a program not being tested completely. When it comes to things such as our paycheck and benefits, there is no room for error and these processes and technology need to be tested, re-tested and tested again.

Each phase of testing builds on the previous one(s) checking and double checking that the systems will work as planned. The four test phases are:

1. **Functional Unit Tests (FUT)** - Checks each customized feature for correctness by testing the customized designs against the code. These tests are executed for each customized feature within UCPath. (think timesheet transfers to UCPath payroll)

2. **System Integration Tests (SIT)** – Verifies that the integration of the UCPath system with other internal and external applications. As part of SIT, we coordinate with internal campus systems and external vendors to confirm the end-to-end interface processing. (think after timesheet information is transferred and validated, then payroll runs and transfers data to multiple functions: direct deposit at the bank as well as the data warehouse for downstream reporting.)

3. **User Acceptance Testing (UAT)** - Allows the people who will actually be working in the system to complete one final review of the system prior to deployment to ensure complete business processes can be executed. UAT is about the business process hand offs between departments at locations and between the locations and the UCPath Center. UAT will test all systems and processes needed to be available with the upcoming deployment. (think HR inputs a new hire, supervisor approves the hire and the data is transferred to UCPath Center where they process the hire)

4. **Parallel Payroll Testing** - verifies that the UCPath system can produce comparable results to the PPS system and that all new payroll business functions are incorporated into the system. (think your paycheck is accurate)

Q: What does it mean for UCOP to “deploy” UCPath?

A: UCPath deployment refers to the date the new HR/payroll system will be operational and used to process and track transactions, including processing paychecks. Deployment also marks the date that all UCOP employees can begin to use UCPath Online and receive support from the UCPath Center. Not all UC locations deploy at the same date. UCOP will be the first.

Q: What will the “average UCOP employee” see or do differently once we have deployed?

A: After the UCOP deployment, you will use a new web site, UCPath Online, for many of the activities you currently do through AYSO (such as viewing earnings statements, open enrollment, or updating personal information). In addition to the features you are used to with AYSO, UCPath Online allows for reporting life events and opening/tracking service requests. Your existing information will be converted into the new system.

Additionally, the UCPath Center will become your first point of contact for help with transactional HR/benefits/payroll issues and services. For example, if you have a question regarding your paycheck, benefits or a leave balance, you can contact the UCPath Center 5 days a week, or open a case 24-7 via UCPath Online.

Detailed communications (and training, if needed), will be rolled out closer to your deployment date once key business decisions have been made and when it’s more immediately relevant.

Q: Will UCPath impact my paycheck?

A: Your pay dates will be the same as they are today and your direct deposit will transfer directly over. UCPath will allow you to establish up to 3 direct deposits to different accounts, which is an additional benefit requested by many of your UCOP peers.

Since UC is consolidating paycheck formats from 11 local payroll systems to one standard UC payroll system, there may be changes to where paper checks are mailed and you
may see layout changes to paychecks or minor differences in the way that calculations are made, though you will still have all of the basic pay information you see today. UCPath will create a visual guide to help you navigate the new layout. That will be available closer to deployment.

Q: What will the new criteria be for cutting off-cycle checks?
A: The criteria for cutting off cycle checks (after a location goes live with UCPath) have not yet been finalized. What we know right now is that the criteria will be based on the nature of the request and the timing in the payroll cycle. For final payments, we will follow federal regulations and bargaining contracts.

Q: What happens if an employee doesn’t return on the expected date from leave?
A: First, we would use the leave monitoring report to see an employee’s expected return date. Then, we would need to connect with the employee to get an update (and backup materials). Next, we would go into system and update the date (when appropriate).

Q: Will UCOP employees get new Employee IDs?
A: Yes. UCOP employees will be issued new employee ID numbers.

Systems that rely on old (current) employee IDs, will cross-reference between the old and new numbers. (This will mean that systems such as Express and BruinBuy will still work as they do today.)

Q: Where will UCOP employees go for open enrollment?
A: Once UCOP is live with UCPath, UCPath Online will host open enrollment. (You will get specific instructions about this closer to your go-live date, when the team has solidified details and when it’s more immediately relevant.)

Q: Where will UCOP employees go for our W-2s?
A: Once live, you will be able to find your W-2 on UCPath Online. (You will get specific instructions about this closer to your go-live date, when the team has solidified details and when it’s more immediately relevant.)

Q: Where will UCOP employees go for their pay stubs?
A: Once UCPath Online will host your new pay stubs. (You will get specific instructions about this closer to your go-live date, when the team has solidified details and when it’s more immediately relevant.)

Q: Where do UCOP employees go to see our old pay stubs?
A: You will be able to find your older paystubs on At Your Service Online. (You will get specific instructions about this closer to your go-live date, when the team has solidified details and when it’s more immediately relevant.)

Q: Whom do we call if I have a question or problem?
A: Once UCOP goes live, you will be able to get help (with technical or HR-related issues) via a 1-800 number as well as through the online ticketing feature on UCPath Online. (You will get specific instructions about this closer to your go-live date, when the team has solidified details and when it’s more immediately relevant.)

Q: Will our current employee database (PPS) be available for historical reference?
A: PPS will be available for inquiry for roughly 18-24mo. This access will be view only, except for cost-transfers.

Q: Who will administer catastrophic leave pools/donations?
A: UCOP will continue to do this.

Q: There is a separate system today for the UCOP employees who don’t use TRS. What will happen after we switch to UCPath?
A: While nearly all UCOP staff report time in TRS; there are a few exceptions whose time reporting will require a work-around. UCOP is still determining the process to handle those exceptions and will make sure the process is shared, where appropriate.

Q: Once UCOP is live with UCPath, will UC employees at other locations be able to access UCPath Online?
A: Access to UCPath will only be available to staff and faculty whose campus or health system has already gone live. If your location hasn’t yet gone live, you will continue to use the
systems (including PPS and At Your Service Online) that you use today.

**Q: What training will there be for UCOP?**

A: The UCPath training team is working with UCOP to determine the right balance of training. What we know right now is that super-users, like HR/Payroll professionals, will have tailored, role-specific training as well as opportunities to practice in the new tool. More casual users, like managers (who will use UCPath Online to view data about their staff) or employees (who will use UCPath Online to check/update their personal information), will be provided with training, tailored information, and tools, where appropriate.

(You will get specific information about training formats and timing closer to your go-live date, when the team has solidified details and when it’s more immediately relevant.)

**Q: Who is the audience for UCOP UCPath training? Have you done a training needs assessment to highlight who should attend these various trainings?**

A: The UCPath training team is in the process of doing a needs assessment with UCOP. Different levels of training (likely ranging from hands-on practice sessions to online presentations) will be developed and targeted to people depending on their roles. Training will be rolled out closer to go-live.

**Q: Will you provide the opportunity for staff to explore the UCPath system before go-live? (i.e. Will there be a “sandbox”/training environment?)**

A: The UCPath training team is planning to offer opportunities to explore the system in facilitated workshops/practice sessions.

For locations that go-live after UCOP, the UCPath team is considering creating a “sandbox.”

**Q: What is the ongoing training plan for the UCPath Center?**

A: The UCPath training team is currently determining the best way to create training to make sure that the staff at the UCPath Center---whether hired before or after UCOP go-live---will be ready to provide consistent and knowledgeable service.