

UCI UCPath Team 2022 Year in Review

The UCI UCPath team partners with UCPath system users to provide information, training, advocacy, maintenance, and improvements for UCI working with the UCPath Center in Riverside, CA and our sister UC locations. Thank you for supporting our local UCI team as we continue to help improve the UCPath system; we achieved many accomplishments this year by aligning together to address concerns. The UCI UCPath team is committed to continuing this challenging support mission for UCPath by listening and learning to advocate for our user community. Here are highlights which briefly outline the many different kinds of support work our team provides.

The UCI UCPath team supports many different UC communities and organizations.



- UCI Transactors
- UCI Employees & Departments
- UCI Campus & UCI Health
- UCOP & the UCPath Center
- Employee Experience Center (EEC)

TRANSACTION ISSUE RESOLUTION

UCPath Support - Tickets Resolved in 2022
EEC & Transactor Virtual Drop-In Center

850

UCPath CASE PILOT

Our team, along with UCI HRIS and Payroll, joined a UC Davis pilot in October to close UCPath aging cases. We have closed ~40 cases to date and anticipate more in 2023.

40

TRANSACTION SUPPORT, TRAINING & COMMUNICATION

Transactors on New TEAMS Channel for UCPath Updates

255

Our bi-weekly Training Tips virtual sessions average 100+ attendees.



Average Monthly Visits to the Transactor Web Page

827



Recipients of Our Monthly Transactor Digest (Per Edition)

755+



Our team created 5 new micro-learning videos as training pre-requisites

SECURITY

Security Roles Approved

800

User Access Requests

340

GENERAL LEDGER SUPPORT

Our General Ledger team provides support for transactors in many ways, including:

- Resolving maintenance and configuration issues for financial aspects of UCPath, financial transactions, interfaces with KFS, and Contracts & Grants.
- Helping with fiscal year-end activities.
- Inviting all department Financial teams to participate in a UCPath GL Data Flow session, which 4 teams completed in 2022.
- Addressing more than 1,000 transactor questions in 2022.

TRACKING HIRE APPROVAL TRANSACTIONS

The Service Level Agreement (SLA) for UCPath hire transaction is 1 - 3 days. Our team monitors and follows up on any transactions exceeding this SLA.

COLLEGE OF HEALTH SCIENCES & TIER-n SUPPORT

Our team works with owners of 100 UCI systems (Tier-n) that interface or receive information from UCPath to test and confirm UCPath changes. COHS supports the HS Pay, staff, and students.

UCPath SYSTEM TESTING

Our team provides functional and technical testing for projects, such as Salary Cost Transfer, Common Chart of Accounts Order, Improved Time Collection, Improved Navigation, Final Pay Phase 1, and Paid Family Care & Bonding.

CAMPUS TECHNICAL SUPPORT

636+

Executed more than 636 reports.

400+

Helped resolve more than 400 IT tickets.

150+

Processed more than 150 requests for archived PPS data unavailable in UCPath.

20/60

Created 20 new Cognos reports and Tableau dashboards, plus 60 enhancements.

Our team participated in DFA's Lean Six Sigma training. 2022 projects included:

- Reduced the payroll issues for EEC tickets assigned to our team through better support and training, resulting in a 35% reduction in tickets over 4 months (March-June).
- Developed a quarterly analysis report that helps our team align training tools, resources, and communication for transactors.
- Collaborated with the KFS Help Desk and Employee Experience Center (EEC) to more efficiently route user requests to increase service levels; we also created knowledge articles to correct categorizations of GL tickets.