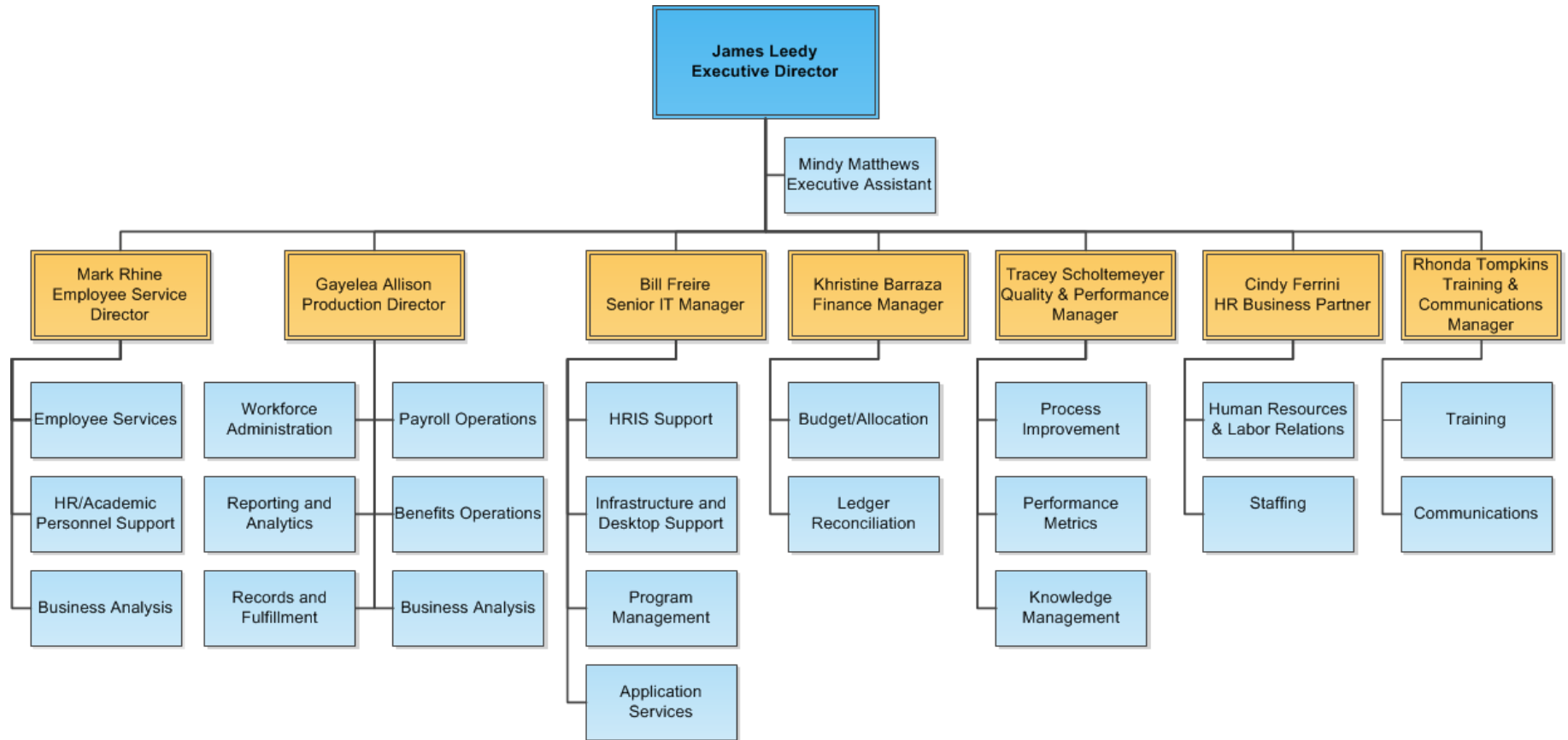# The UCPath Center's
Go Live Experience

2/23/16

- The UCPath Center's go live experience

- Accomplishments

- Lessons learned

- UCPath Center IT priorities for 2016

UCPath Center Organization

James Leedy
Executive Director

Mindy Matthews
Executive Assistant

Mark Rhine Employee Service Director	Gayelea Allison Production Director	Bill Freire Senior IT Manager	Khristine Barraza Finance Manager	Tracey Scholtemeyer Quality & Performance Manager	Cindy Ferrini HR Business Partner	Rhonda Tompkins Training & Communications Manager
Employee Services	Workforce Administration / Payroll Operations	HRIS Support	Budget/Allocation	Process Improvement	Human Resources & Labor Relations	Training
HR/Academic Personnel Support	Reporting and Analytics / Benefits Operations	Infrastructure and Desktop Support	Ledger Reconciliation	Performance Metrics	Staffing	Communications
Business Analysis	Records and Fulfillment / Business Analysis	Program Management		Knowledge Management		
		Application Services				

- Focused on performing daily tasks in each department, and addressing defects, incidents, and requests to meet customer needs.
- Staff had to learn business processes and system functionality quickly.
- Challenging to transition from project mode to operations.
- Regular review and refinement of UCPath Center support model to address gaps experienced during daily operations.
- Constant communication within the Center.
- Dedicated individuals at the Center that worked late nights and some holidays to make the go live and the last three months successful.

UCPath Center Accomplishments

- Answered employee inquiries submitted through the Portal and received by phone.

- Processed Payroll, Benefits, Absence Management, WFA, and GL transactions such as

  – Bi-weekly and monthly payrolls for all UCOP employees since December

  – Open enrollment elections and ongoing benefits processing

  – New hires, rehires, and terminations

- Performed all of the required finance and accounting procedures in timely and accurate manner on a system-wide level utilizing a variety of systems.

- Gathered metrics related to call center and production activities to provide management insight on performance.

- Partnered with UCOP Communications to deliver timely notifications to employees about key activities.

- Resolved over 1,300 incidents and service requests since go live, with 300 related to UCPath.
- Managed PeopleSoft roles, permissions, and user provisioning.
- Partnered with the PMO, UCOP ITS and operational governance to maintain PeopleSoft and support operations.
- Actively supported batch/interface processes.
- Deployed Salesforce, Interactive Intelligence, and FileNet which are supporting the Center's business operations.
  - Implemented break fix solutions and minor enhancements to address business needs.
- Completed an analysis of IT project requests, developed the IT project portfolio and project roadmap for 2016, which is currently under management review.

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- Adequate **planning and testing** are critical for minimizing defects and rework.

- Business processes and system functionality need to be documented and understood to facilitate **training and knowledge transfer**.

- Clear **roles and responsibilities** are necessary for an organization to be effective.

- **Co-locating** PMO staff at UCPath Center was essential to address daily operational issues quickly during hypercare.

- **Daily check ins** are critical for addressing issues and reinforcing good business practices.

- **Communicate**, **communicate, communicate**

- Agreed upon **strategy, goals, scope of work, and acceptance criteria** are critical for effective deployments.

- Keep business processes and IT solutions **simple**.

- Stabilize and streamline UCPath Center IT operations.

- Plan maintenance activities and execute.

- Plan, design, develop, test, and deploy new releases for UCPath Center systems.

- Recruit, hire, onboard and develop staff for current operations and the Pilot.

- Conduct PMO knowledge transfer.

- Plan and execute the transition of remaining support activities from the PMO functional team to UCPC IT.

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